

**DRAFT**  
**CST User Guide**



## Table of Contents

How This User Guide is Organized .....	1
Quick References. ....	1
Survey Process Flow. ....	1
Login Instructions. ....	1
General Menus. ....	1
User-Specific Menus. ....	1
CST Status Matrix. ....	1
Index. ....	1
Quick Reference – How to Assign a Surveyor .....	2
Quick Reference – How to Assign a Coordinator .....	3
Quick Reference – How to Schedule a Survey .....	4
Quick Reference – How to Enter a Survey .....	6
Survey Process Flow .....	7
Step One .....	7
Step Two.....	8
Step Three.....	9
Step Four.....	10
Step Five .....	11
Step Six.....	12
Step Seven .....	13
Step Eight .....	14
Step Nine .....	15
Step 10.....	16
Step 11 .....	17
Step 12.....	18
Step 13.....	19
Step 14.....	20
Step 15.....	21
Step 16.....	22
Step 17.....	23

Step 18 .....	24
Log Into CST .....	25
Launch the CST .....	25
Login Screen .....	26
Timeout Screen .....	27
General Menus .....	28
Program Menu .....	28
Interfaces Menu .....	29
Individuals .....	30
Clients .....	31
Providers .....	34
Surveyors .....	35
Coordinators .....	37
Case Managers .....	39
Window .....	42
Help .....	42
Administrator Tasks .....	41
Administrator Menus .....	42
Users .....	43
Filter Users by Status .....	44
View or Change User Properties .....	45
Add a New User .....	46
Configuration .....	47
Configuration Tab .....	47
System Codes .....	48
Samples .....	49
Create Random Survey Tab .....	50
Create Specific Survey Tab .....	53
Survey Maintenance .....	55
Survey Picker fields .....	56
Maintenance .....	58
Client Option .....	58
Regulations Form .....	59

Survey Status Types .....	60
Survey Types.....	61
Survey Activity Types .....	62
Primary Coordinator Tasks.....	63
Primary Coordinator Menus .....	64
Case Administrator.....	64
Assign a Survey.....	67
Notify Surveyors/Coordinators of Assignments .....	70
Assign Coordinators .....	71
Coordinator Tasks .....	74
Coordinator Menus .....	75
Admin/Clients Menu .....	75
The Client Tab .....	77
Client Providers Tab.....	78
Provider Contacts .....	81
Provider Scheduling Tab .....	84
Providers Documents Tab.....	85
Providers Criminal History Tab .....	87
Provider History Tab .....	89
Coordinator Cases .....	90
View a Survey .....	92
Surveyor Tasks .....	93
Surveyor Menus .....	94
Admin/Clients Menu .....	94
The Client Tab .....	96
Client Providers Tab.....	97
Provider Contacts .....	100
Provider Scheduling Tab .....	103
Providers Documents Tab.....	104
Providers Criminal History Tab .....	106
Provider History Tab .....	108
Surveyor Cases.....	109
View a Survey .....	111

Case Details Survey Tab.....	112
View the Survey .....	113
Case Details Notes Tab.....	118
Case Details Comments Tab .....	122
Case Details Scheduling Tab .....	126
Case Details Documents Tab .....	130
Case Details Criminal History Tab .....	134
Case Details Maintenance Tab.....	137
CST Status Matrix.....	140

---

## How This User Guide is Organized

### [Quick References.](#)

These step-by-step instructions quickly explain how to perform a task.

### **Survey Process Flow.**

This section of the user guide uses a flow chart to show each step in the work flow of the survey process. Steps in the process are cross referenced to areas in this guide that explain those processes.

### **Login Instructions.**

This section of the User Guide gives detailed instructions on how to login to the CST system.

### **General Menus.**

General menus are menus accessible to all CST users. This section of the user guide gives an explanation of what these menus are for and how to use them.

### **User-Specific Menus.**

The remaining menus in the CST system are user-specific and accessible based on the role of the user. For example, the menus that the Surveyor can access are related to the Surveyor's job function, thus, the Surveyor will not have access to the same menus as those of the Primary Coordinator or the Administrator.

### **CST Status Matrix.**

The CST Status Matrix is a grid that associates a Survey workflow action with the related CST status and the user that performs the action. For example,

Workflow Action	Status	User
Run a random sample	Unassigned	System Administrator

### **Index.**

The Index lists the location of information in this user guide by key words.

## Quick Reference – How to Assign a Surveyor

1. Log into the system as an **administrator** with your User ID and Password.
2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.
3. If you know the survey number, enter it into the **Survey search field**
4. Click the **Search button**.
5. If you don't know the survey number, set the **Case Status field** to **Survey to be Assigned** and scroll through the list until you find the client whose case you wish to assign to a Surveyor.
6. Select the Client by clicking the check box in the **Select column**.
7. In the **Staff window** at the bottom of the screen, find the surveyor you wish to assign to the client you've selected.
8. Highlight the surveyor's name and click the **Assign Surveyor button**.
9. The system will move the Client from the **Survey to be Assigned** list to the **Assigned Survey** list and the Surveyor's name will appear in the Surveyor field for this client.




## Quick Reference – How to Assign a Coordinator

1. Log into the system as an **administrator** with your User ID and Password.
2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.
3. If you know the survey number, enter it into the **Survey search field**
4. Click the **Search button**.
5. If you don't know the survey number, set the **Case Status field** to **Assigned** and scroll through the list until you find the client whose case you wish to assign to a Coordinator.
6. Select the Client by clicking the check box in the **Select column**.  
  
**Note:** A Coordinator can only be assigned to a case that has already been assigned to a Surveyor.
7. In the **Staff window** at the bottom of the screen, find the Coordinator you wish to assign to the client you've selected.
8. Highlight the coordinator's name and click the **Assign Coordinator button**.
9. If the Coordinator is successfully assigned, the Coordinator's name will appear in the Coordinator field for this client.

## Quick Reference – How to Schedule a Survey

1. Log into the system as an **administrator**, a **coordinator** or a **surveyor** with your user id and password.
2. Open the Case Administrator menu by clicking on **Case Administrator** in the main menu bar at the top of the screen.
3. The System displays surveys based on your login information. So based on that you will see surveys for:
  - Surveyors – only the surveys assigned to you
  - Coordinator – only surveys assigned to you or assigned to those for whom you are a coordinator
  - Case Manager –
  - Administrator - All surveys
4. If you know the survey number, enter it into the **Survey search field**
5. Click the **Search button**.
6. If you don't know the survey number, set the **Case Status field** to **Survey to be Assigned** and scroll through the list until you find the client whose case you've been assigned to.
7. Select the Client by clicking the check box in the **Select column**.
8. Click the **View button** to open the Case Details screen and view the details of the Survey.
9. Review and correct any missing workflow information by viewing items in the **Missing Workflow Information** window at the bottom of the **Case Details screen**.

10. On the **Scheduling tab** in the **Case Details** screen, schedule the surveys by provider. Use the Provider Drop-down menu to select the provider you wish to schedule.
11. Click the + icon at the top of the screen.
12. Enter the scheduling information in the lower portion of the screen.
13. Click the save icon ().
14. Change the Survey Status from Assigned to Announcement by selecting Announcement from the Status dropdown menu on the Survey tab of the Case Details Screen.
15. Click the Save button.
16. The System will generate a letter in MS Word to each of the client's providers and attach it to an email addressed to each of the providers.
17. You will be able to edit both the e-mail and the letter before either is sent to the provider and other recipients.

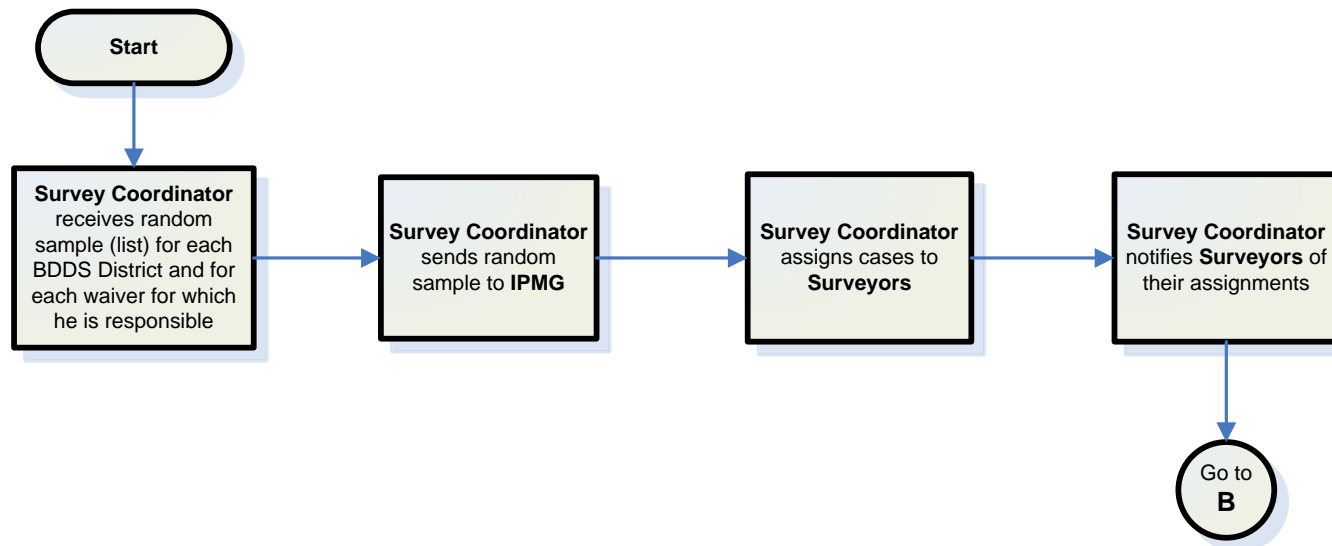
## Quick Reference – How to Enter a Survey

1. Open the **Case Details** screen.
2. Click the **Tools tab**.
3. From the list of surveys, select the survey in which to enter findings.
4. Click the **View button**.
5. Select a provider from the **Provider drop-down menu**.
6. Enter findings under the **Findings tab** at the bottom of the screen.
7. Once the provider has submitted a CAP, it is displayed on the **Corrective Action Plans tab** at the bottom of the screen.
8. Survey Help Tabs
  - a. **Spending Time With People** – Prompts questions about spending time with people based on the current indicator.
  - b. **Conversations with People** – Prompts questions about conversations with people based on the current indicator.
  - c. **Review of Documents** – Offers reminders of documents that should be reviewed based on the current indicator.
  - d. **Findings Feed Back** – Allows the Surveyor and Survey Coordinator to exchange e-mails during the Findings review process **Survey Help Buttons**.
  - e. **Survey Map**– This allows the surveyor to view all of the survey indicators in outline form
  - f. **View Regulation** – This allows the surveyor to view a Regulation related to the indicator. To do so select the regulation number from the drop-down men next to the View Regulation button. Once the regulation is selected, click the View Regulation button to display the text of the selected regulation.
  - g. **Cheat Sheet** – This allows the surveyor to view a complete list of a provider’s findings by service, outcome level, and question level.
9. To move to the next indicator, click the **Next Indicator button**.
10. To return to the previous Indicator, click the **Previous Indicator button**.

## Survey Process Flow

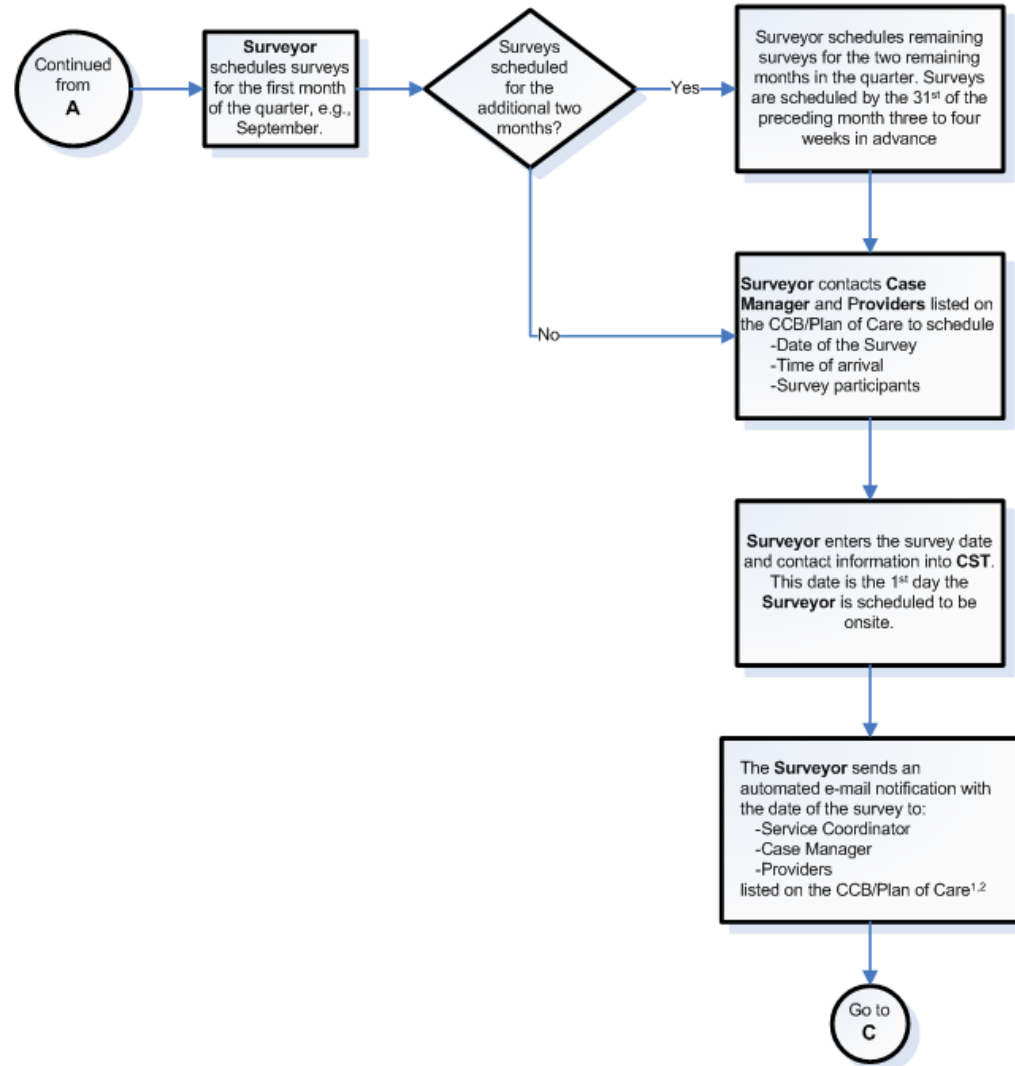
### Step One

Activities that occur on the 7<sup>th</sup> of the month preceding the quarter the survey will be performed, (e.g. August 7<sup>th</sup>)



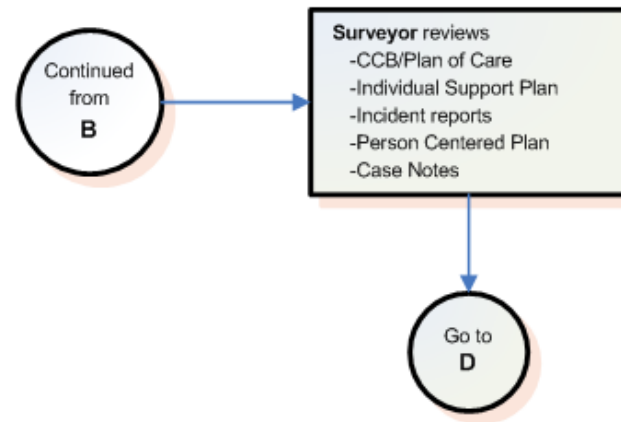
## Step Two

Activities that occur **3 days prior** to the **Surveyor's onsite visit**, (e.g., August 28<sup>th</sup>)



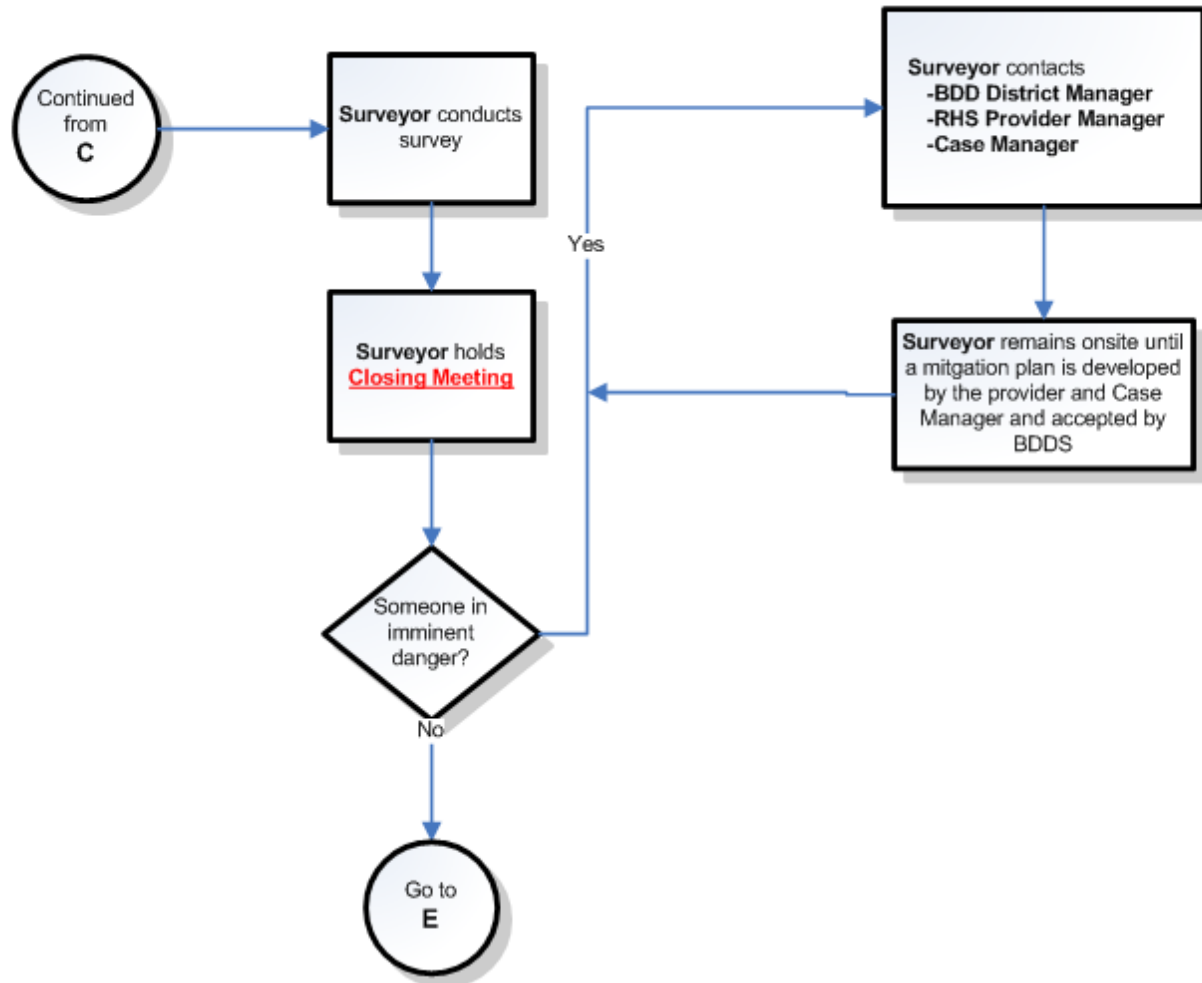
## Step Three

Activities that occur 3 business days prior to the **Surveyor's onsite visit**, (e.g., August 28<sup>th</sup>)



## Step Four

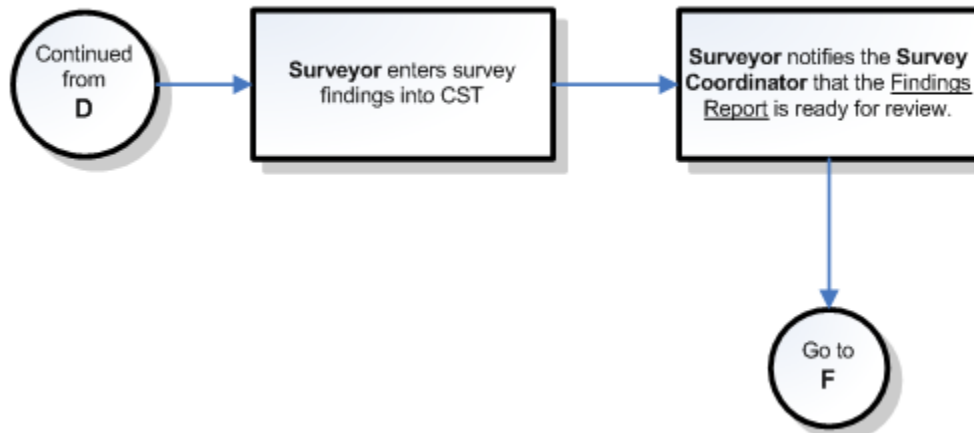
Survey (completed in its entirety within 3 business days)





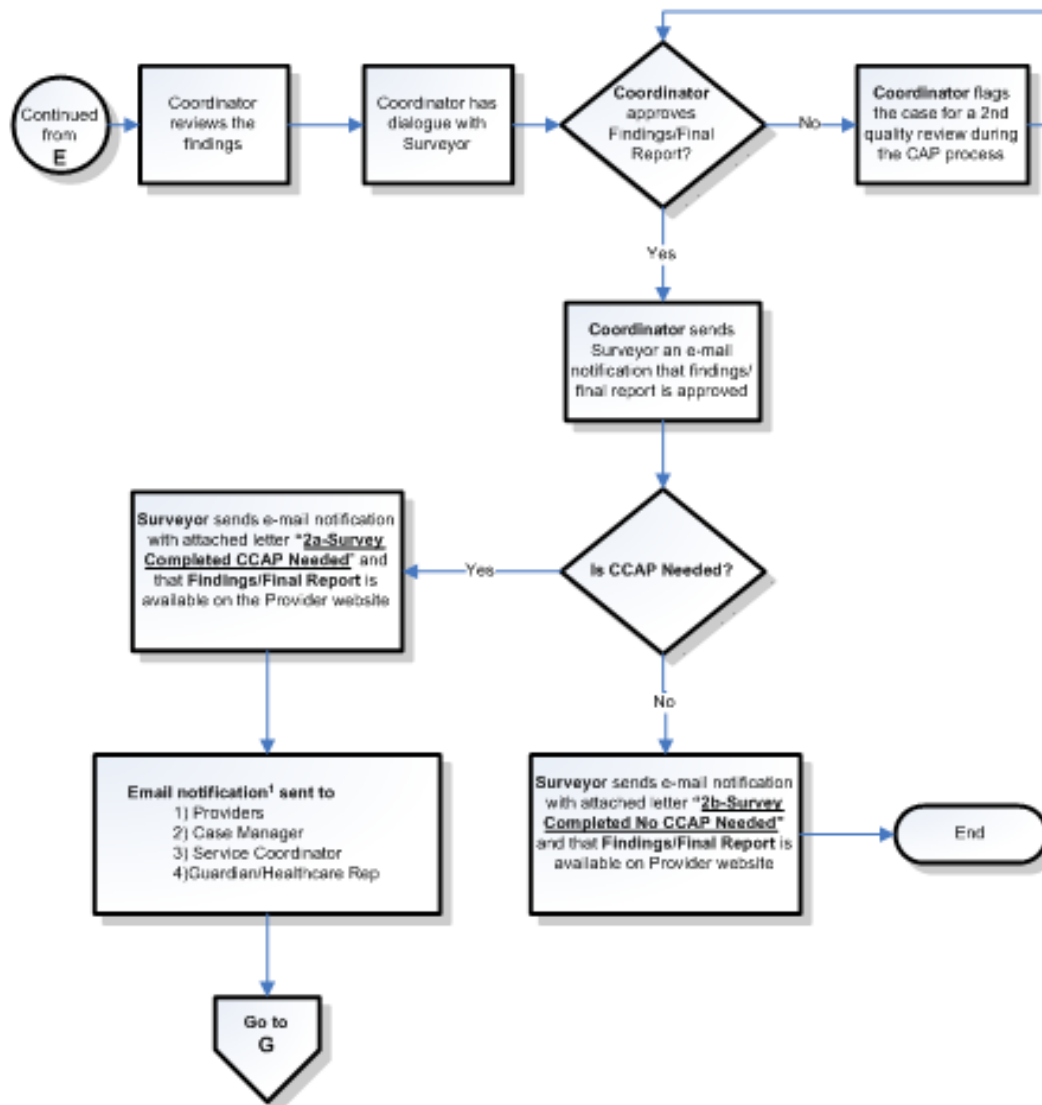
## Step Five

Occurs **2 business days** following the **Closing Meeting**



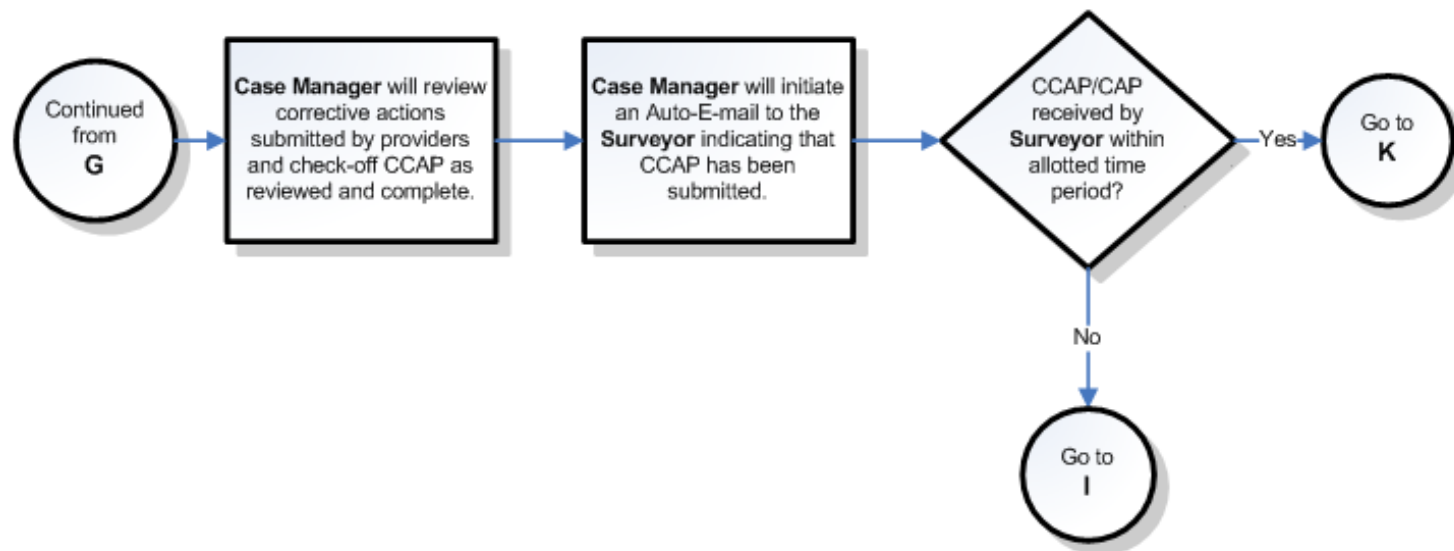
## Step Six

Occurs **7 business days** following the Closing Meeting



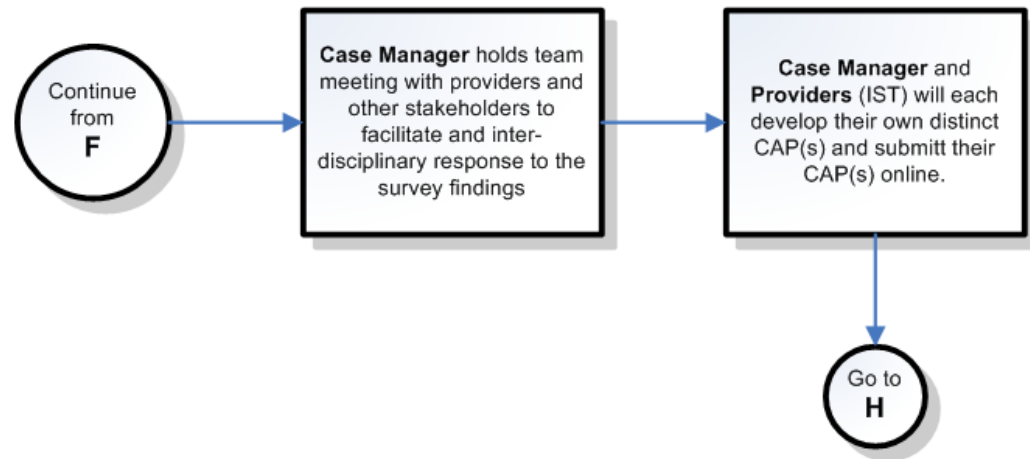
## Step Seven

Occurs 15 business days following the **Closing Meeting** and 8 business days after the preceding step



## Step Eight

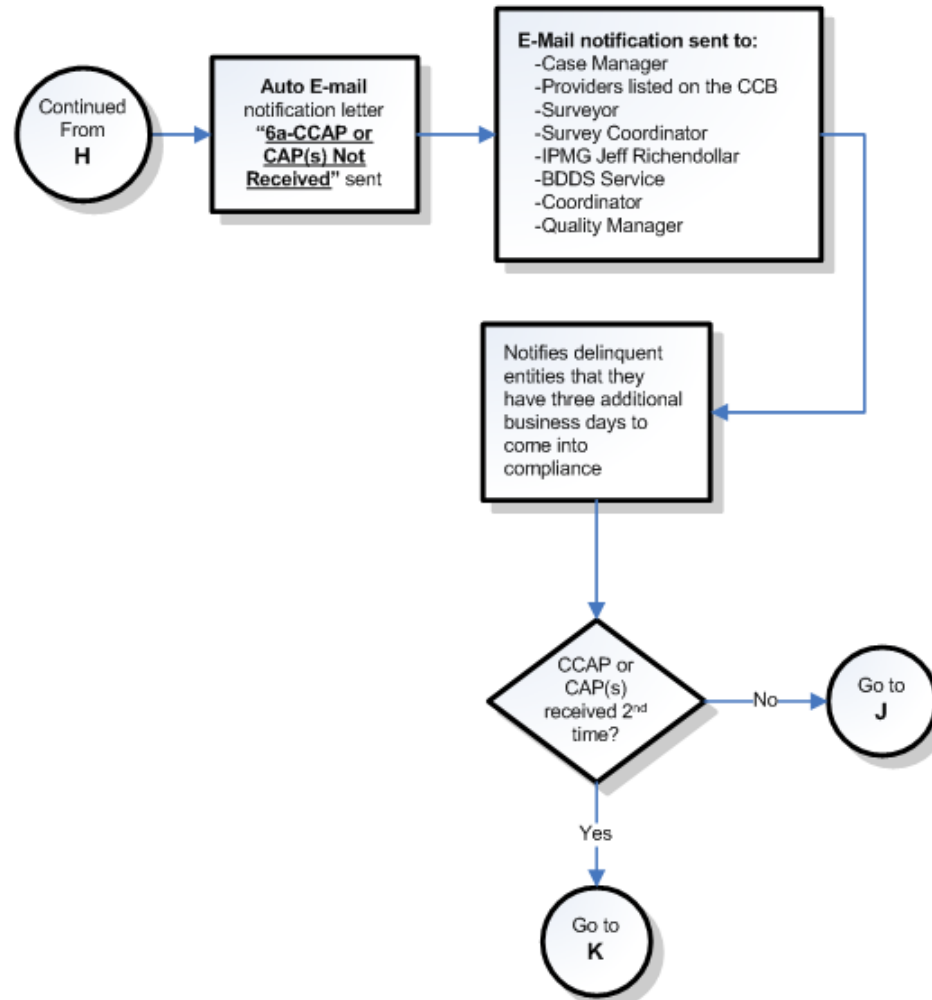
Activities that occur **20 business days** following the **Closing Meeting** and **13 business days** after the preceding step.



## Step Nine

Activities that occur **20 business days** following the **Closing Meeting** and **13 business days** after the preceding step.

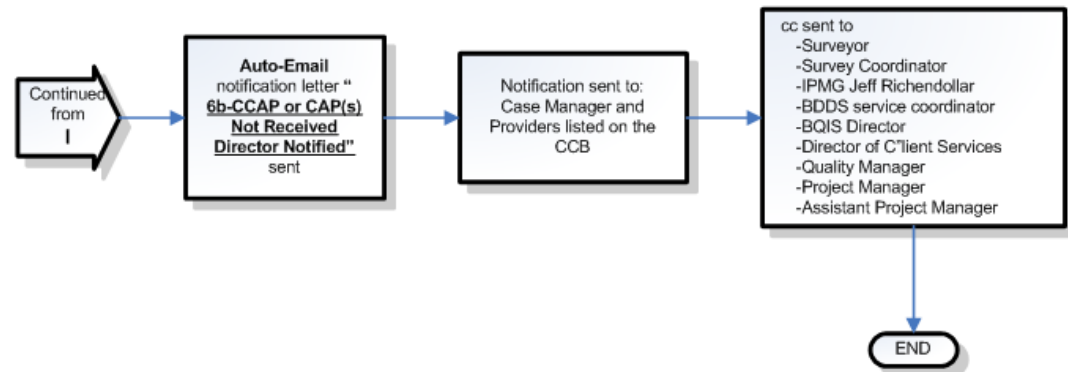
### The CCAP or the CAP(s) Not Received



## Step 10

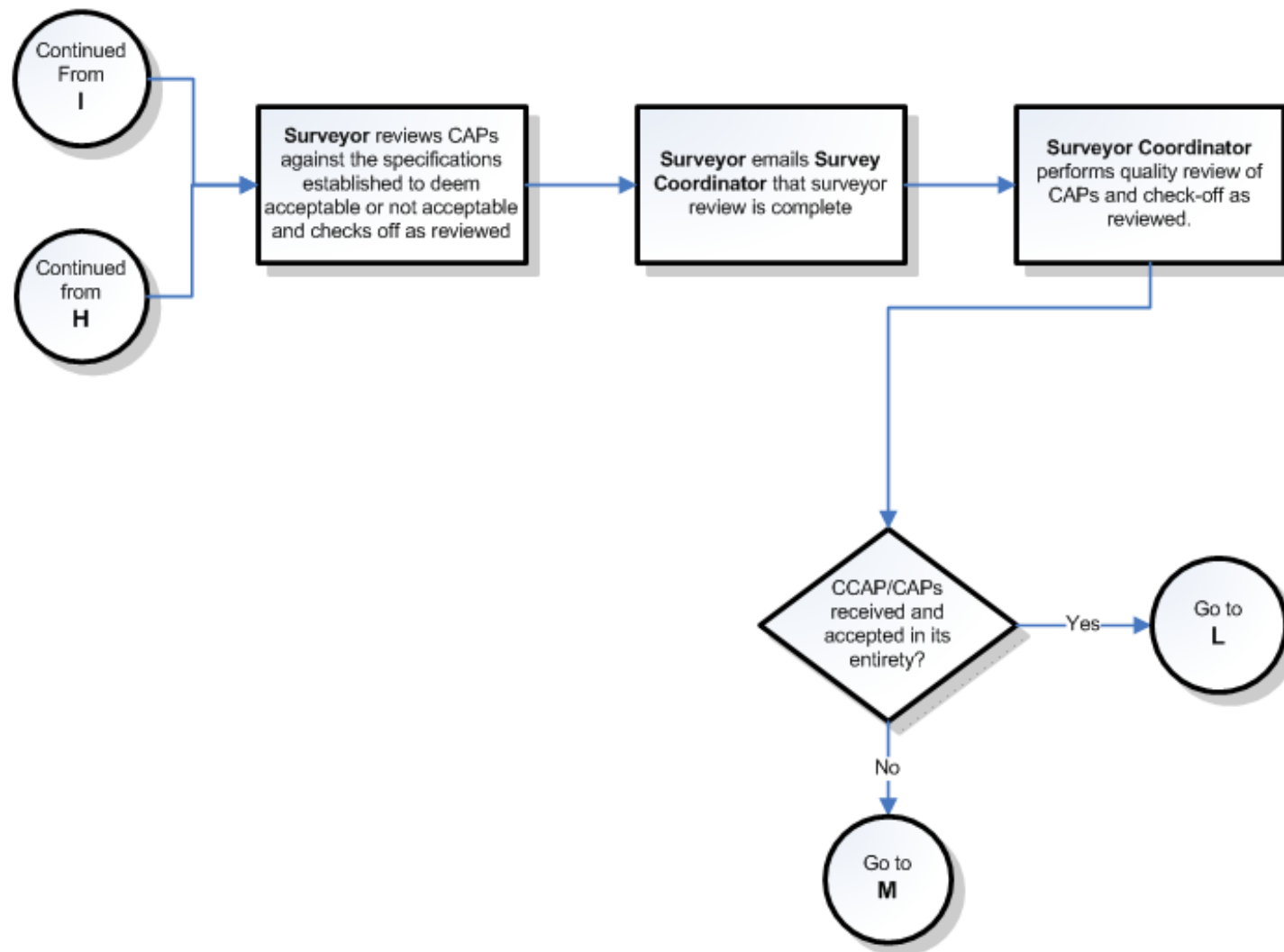
Activities that occur **20 business days** following the **Closing Meeting** and **13 business days** after the preceding step.

### CCAP or CAP(s) Not Received 2nd Time



## Step 11

Activities that occur **25 business days** following the **Closing Meeting** and **5 business days** after the preceding step.

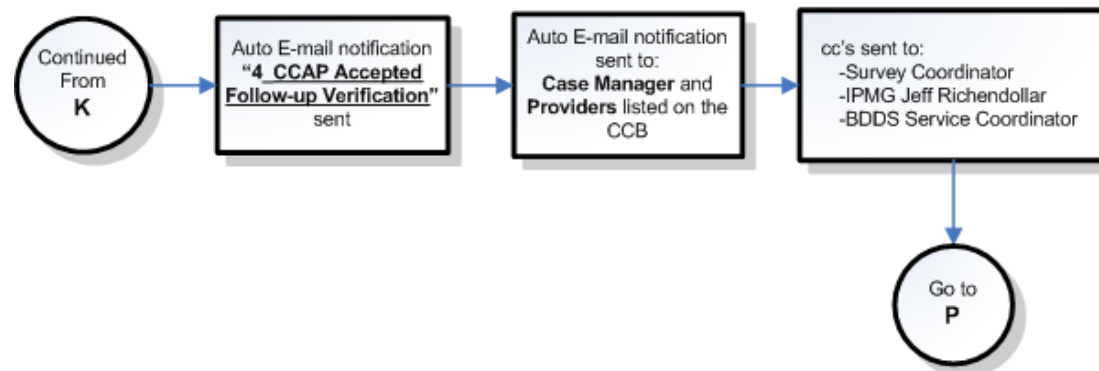


## Step 12

Activities that occur 30-35 business days following the **Closing Meeting** and 5 business days after the preceding step.

**CCAP/CAP(s)**

**Accepted**

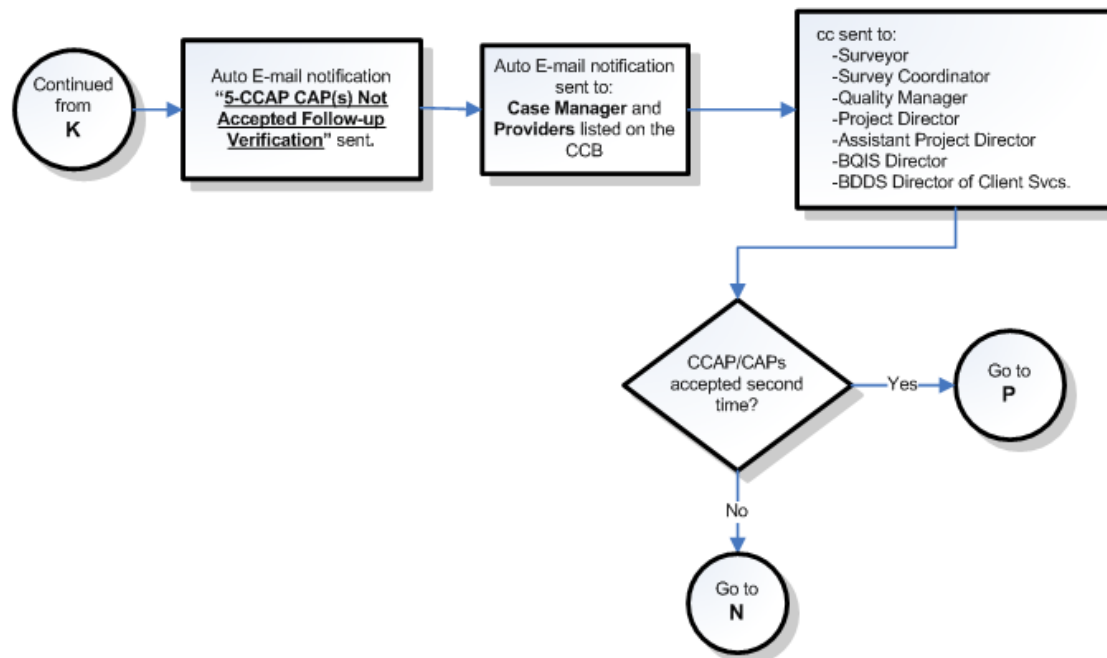




## Step 13

Activities that occur 30-35 business days following the Closing Meeting and 5 business days after the preceding step.

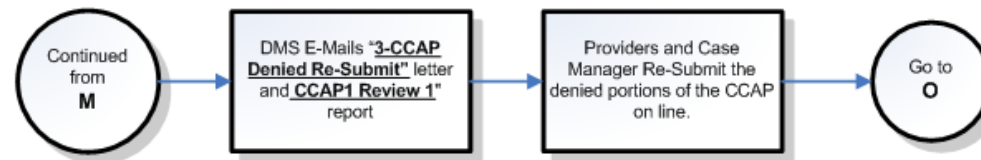
### CCAP/CAP(s) Partially Accepted



## Step 14

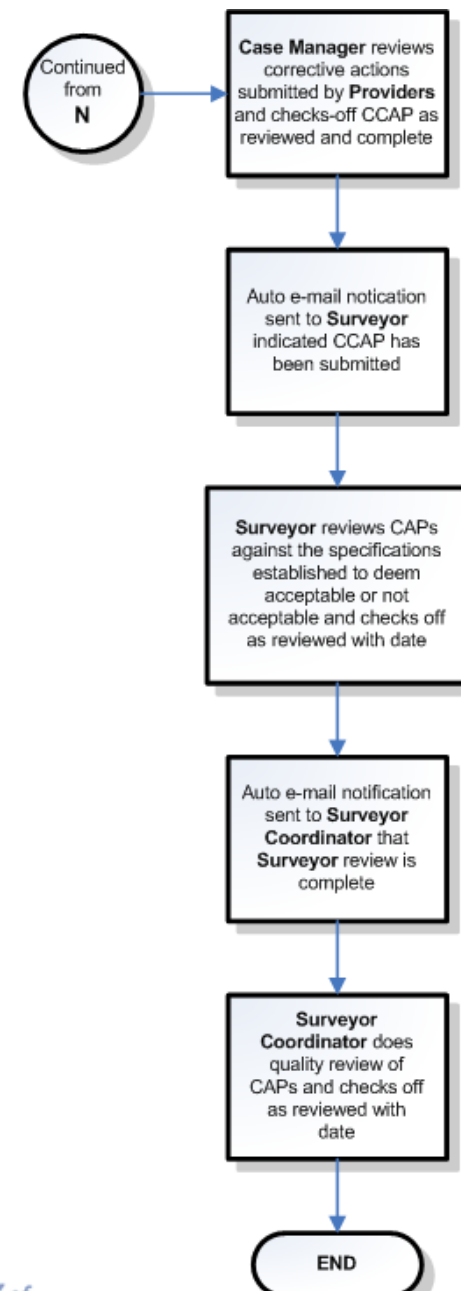
Activities that occur 30-35 business days following the **Closing Meeting** and 5 business days after the preceding step.

### CCAP/CAP(s) Denied



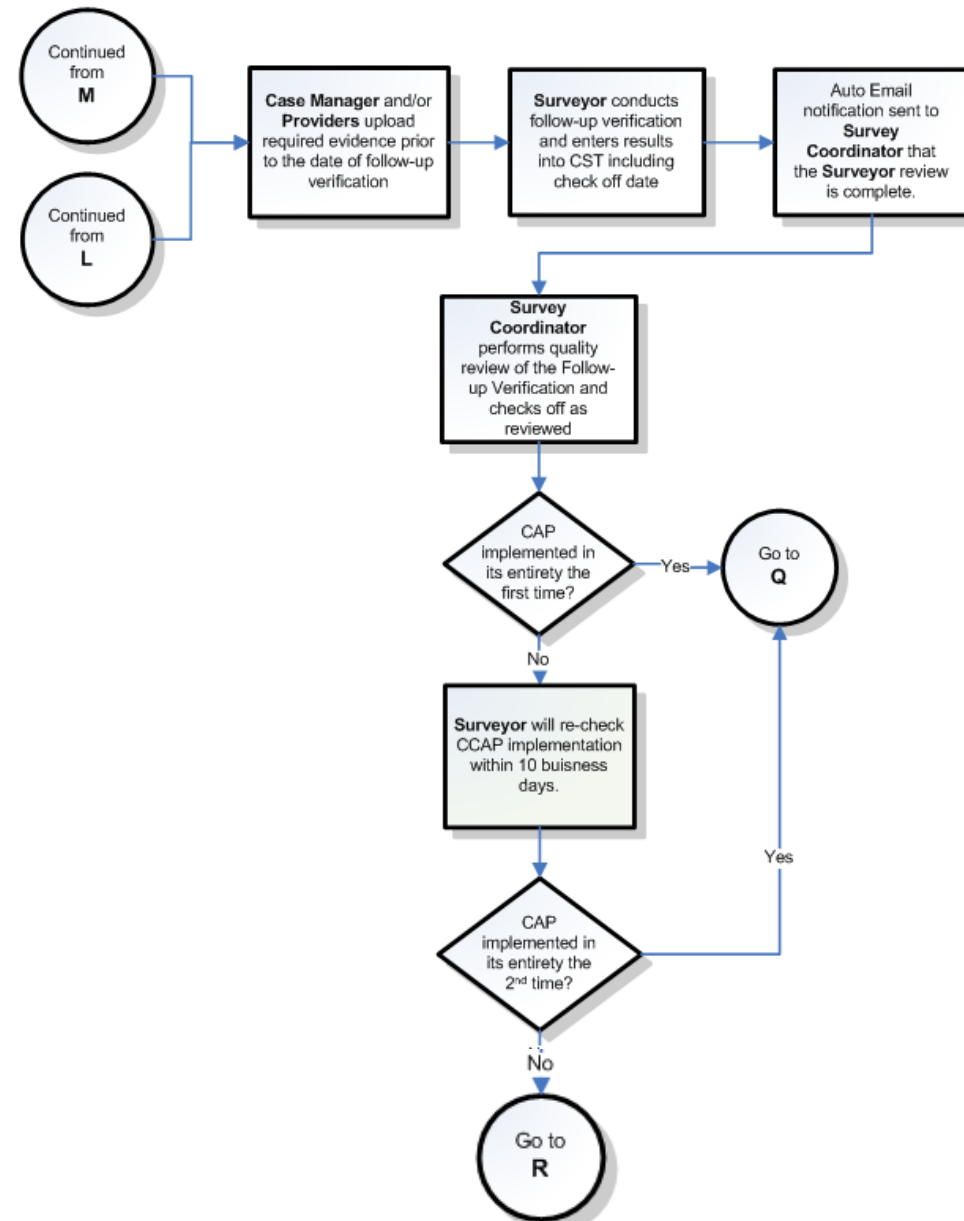
## Step 15

Activities that occur **5 business days** following the date the **CCAP/CAP(s)** was **denied**.



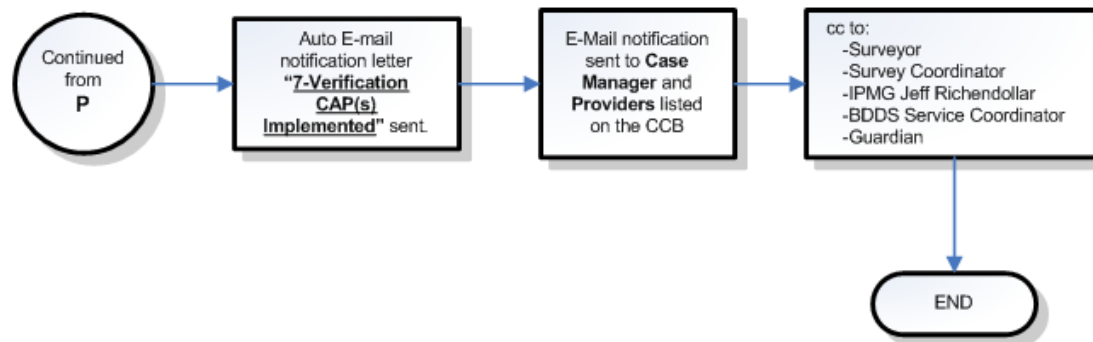
## Step 16

Activities that occur within **60 calendar days** following the date of the **Closing Meeting** and **25-30 business days** after the preceding step.



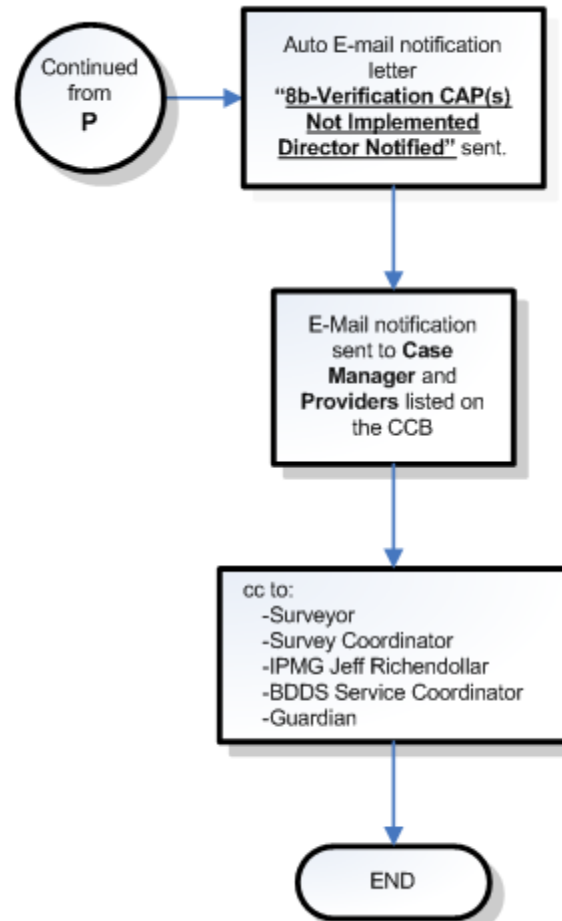
## Step 17

Activities that occur **5 business days** after the **Follow-up visit**.



## Step 18

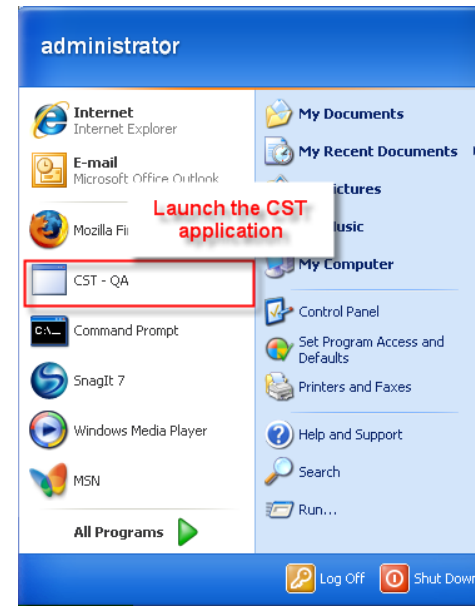
Activities that occur 5 business days after the **Follow-up Visit**.



## Log Into CST

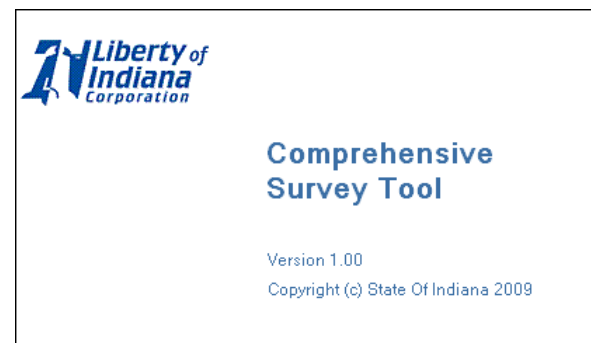
### Launch the CST

To begin, launch the CST application from your Programs folder (*Figure 1*).



*Figure 1 - Select Application from Programs Folder*

If the application is successfully launched, a copyright and version image will briefly display on your computer screen (*Figure 2*).



*Figure 2 - Copyright and version image*

## Login Screen

Once the copyright and version image disappears a login window opens (*Figure 3*).

Enter the user name and password assigned to you by the System administrator and then click the **OK** button.

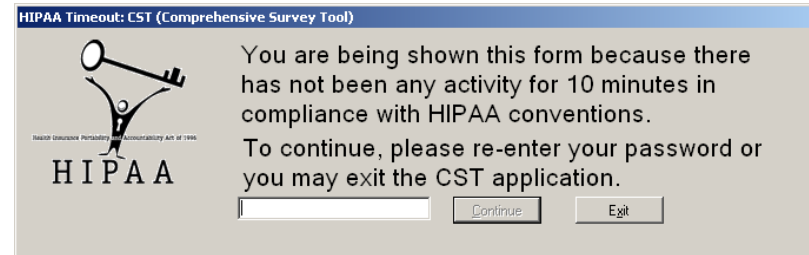


*Figure 3 - Login Screen*



## Timeout Screen

You will be automatically logged out of the system after 10 minutes of inactivity and the HIPAA Timeout screen (*Figure 4*) will display.



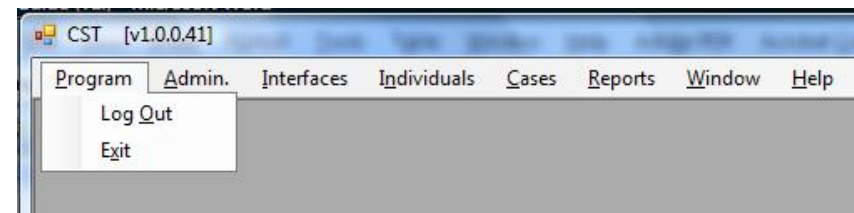
*Figure 4 - Timeout screen*

## General Menus

This section discusses menu selections that are the same for all roles, i.e., **Administrators**, **Primary Coordinators**, **Coordinators** and **Surveyors**.

### Program Menu

The **Program Menu** (*Figure 5*) gives a user the option of logging out of the system or exiting the system.



*Figure 5 – Program Menu*

Logging out will return you to the **Loginin Screen** (*Figure 6*).

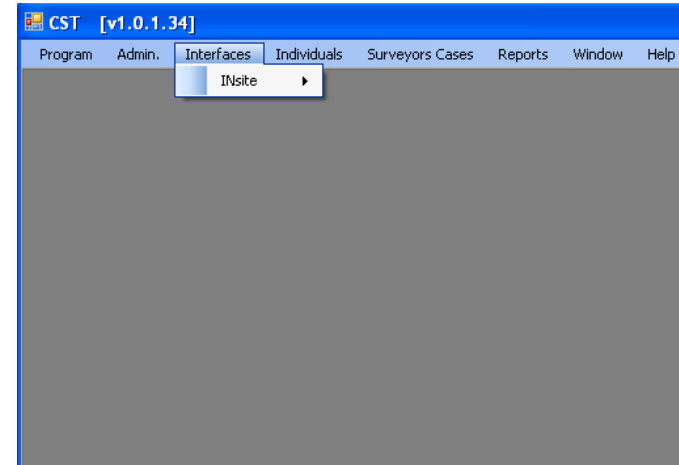


*Figure 6 - Login Screen*

Clicking **Exit** will close the program.

## Interfaces Menu

The Interfaces Menu (*Figure 7*) allows you to access the **INsite** database and look-up information in the data bases without leaving the CST program.

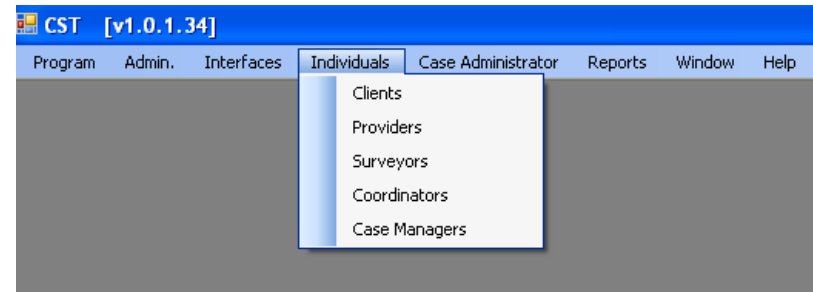


*Figure 7- Interfaces Menu*

## Individuals

The **Individuals Menu** (*Figure 8*) allows you to view information about an individual based on that individual's CST role:

- Client
- Providers
- Surveyors
- Coordinators
- Case Manager



*Figure 8 - Individuals Menu*

## Clients

Clicking on the **Client option** in the **Individual's Menu** opens a search window (*Figure 9*).

Enter the search criteria in a single search field or a combination of search fields.

Click the **Search** button and the System will display a list of clients meeting the search criteria.

## Client Tab

Client information related to the first client name in the list is displayed in the lower portion of the window.

Program Admin Interfaces Individuals Surveyors Cases Reports Window Help

1 of 2

First Name  Search

Last Name

Address

Client Clients Cases

SSN	Last	First	City	Date Inserted	Date Modified	Service Start Date	Service End Date	Waiver	Division	District	AAA
999999990	Flintstone	Pebbles	Bedrock	9/1/2009 2:51 ...	9/1/2009 2:51 ...	7/1/2009	6/30/2010	SSW	BDDS ...	5	08
230237932	Flintstone	Fred	Bedrock	9/1/2009 2:51 ...	9/1/2009 2:51 ...	11/1/2008	10/31/2009	AD	DA	6	06

First:  MI:  Last:

Address:  SS#:  RID#:

Address2:  City:  State:  Zip:

County:  Date of Birth:  Phone:

Home Cn:  Age:  CMO:

Gender: ☐ Male ☒ Female

*Figure 9 Individuals Client Option*

### Clients Cases Tab

To view a client's cases, with the client's name highlighted on the Clients Tab, click the **Clients Cases Tab**.

From the list of the clients cases, highlight the case you wish to view.

Then, click the **View Case button** (*Figure 10*) to display the **Clients Case Details Screen** (*Figure 11*).

Program Admin. Interfaces Individuals Surveyors Cases Reports Window Help

2 of 2

First Name  Search

Last Name

Address

Client Clients Cases

Client SSN	Client Name	Survey	Status of Survey	Reason for Survey	Case Manager	Surveyor	Waiver	Division	District	AAA
230237932	Fred Flintstone	23933	Assigned	Jeff & Brett system tes...	LYONS, AMANDA	QA Surveyor	AD	DA	6	06

View Case

*Figure 10 - Individuals Clients Cases Tab*

CST [v1.0.1.37] - [Details - Flintstone, Fred]

Program Admin. Interfaces Individuals Surveyors Cases Reports Window Help

Survey Tools Findings FeedBack Comments Scheduling Documents Criminal History Maintenance

Client: Fred Flintstone

Surveyor: QA Surveyor

Coordinator: QA Coordinator

Status: Assigned

Opening Meeting

Case Mgr In Opening Meeting: ☒

Date of Opening Meeting: 10/ 8/2009

Closing Meeting

Case Mgr In Closing Meeting: ☒

Date of Closing Meeting: 10/ 8/2009

Reason For Survey: Jeff & Brett system testing

Answer All Questions Flag: ☒

Inter-Rater Reliability Flag: ☒

Case Manager: LYONS, AMANDA

Case Manager Email: alyons@lifestreaminc.org

Status History	Date Entered Status
Assigned	10/7/2009 8:38 AM
Assigned	10/7/2009 8:38 AM

Save

Missing Workflow Information:

Description
Provider: 'ADVANTAGE HOME HEALTH CARE INC.' is missing Scheduling
Provider: 'AREA 6: LIFESTREAM SERVICES INC.' is missing Scheduling

View

*Figure 11 - Clients Case Details Screen*

## Providers

Clicking on the **Providers** option in the **Individual's Menu** opens a search window (*Figure 12*).

Enter the search criteria in a single search field or a combination of search fields.

Click the **Search** button and the System will display a list of providers meeting the search criteria.

Provider information related to the first client name in the list is displayed in the lower portion of the window.

The Provider's window displays a series of tabs that allow you to view and change information about the provider. The tabs include:

- Provider
- Providers Cases
- Contacts
- Provider Scheduling
- Documents
- Criminal History
- Provider History

The screenshot shows a web application window titled "CST Provider: ADVANTAGE HOME HEALTH CARE INC. - Muncie". It features a search bar with "Federal ID: 35" and "Name: Adv" entered, and a "Search" button. Below the search bar are tabs for "Provider", "Providers Cases", "CST Provider Contacts", "Providers Scheduling", "Documents", "Criminal History", and "Providers History". The "Provider" tab is active, displaying a table of providers.

	Parent Co	Vendor	Fed. ID	Name	Address	City	Contact	Phone	Email	Send Rep To Name
1	0	4	35-1911151	ADVANTAGE HO...	4008 North Whe...	Muncie	Lyn Estell, RN	7652841211		
2	0	4	35-1911151	ADVANTAGE HO...	4008 North Whe...	Muncie	Lyn Estell, RN	7652841211	jeff.hammonds@f...	SRT Name
3	4	2119	35-1911151	ADVANTAGE HO...	1212 E. 53rd Stre...	Anderson	Lyn Estell, RN	7652841211		
4	4	2129	35-1911151	ADVANTAGE HO...	36 S. Green Stre...	Brownsburg	Lyn Estell, RN	7652841211		
5	4	2129	35-1911151	ADVANTAGE HO...	36 S. Green Stre...	Brownsburg	Lyn Estell, RN	7652841211		

Below the table, there are two sections: "From Insite" and "CST". Each section contains fields for Name, Address, City, Zip, Contact, Email, and Phone. The "From Insite" section also includes fields for Federal ID, Vendor ID, Medicaid ID, and Case Mgr ID. The "CST" section includes a "Licensed" checkbox, a "License Expiration" date (9/28/2009), and a "Send Reports To" section with Contact and Email fields.

*Figure 12 Individuals Menu - Providers Option*



## Surveyors

Clicking on the **Surveyor** option in the **Individual's Menu** opens a search window (*Figure 13*).

Enter the search criteria in the **Name search field**.

Click the **Search** button and the System will display a list of Surveyors meeting the search criteria.

To view the schedule of the selected Surveyor, click the **Schedule** button in the lower left corner of the search screen.

CST Surveyors

1 of 1

Name: QA Search

Staff Cases

Name	JobTitle	Approval Level	Phone	Email	District	Aaa	Active	Child Survey Trained
QA Surveyor	QA Surveyor	surveyor	999-9999	rdorsey@pdd.com	1	1	<input checked="" type="checkbox"/>	Y

Schedule

*Figure 13 – Individuals Menu-Surveyor's Search Window*

The **Case tab** (*Figure 14*) displays the cases assigned to the surveyor highlighted on the **Staff tab**

CST Surveyors

1 of 1

Name: QA Search

Staff Cases

Client Name	Client SSN	Survey	Survey Status	Reason For Survey	Case Manager Name	Surveyor Name	Coordinator Name	Division	Waiver	D
Fred Flintstone	230237932	23933	Assigned	Jeff & Brett syste...	LYONS, AMANDA	QA Surveyor	QA Coordinator	DA	...	AD 6

View Case

Schedule

*Figure 14 – Individual's Menu – Surveyors Window-Cases Tab*

## Coordinators

Clicking the **Coordinators** option in the **Individual's Menu** opens a search window (*Figure 15*).

Enter Coordinator search criteria into the **Name** search field.

Click the **Search** button and the System will display a list of Coordinators meeting the search criteria on the **Staff** tab.

Name	Job Title	Approval Level	Phone	Email	District	Aaa	Active	Child Survey Trained
QA Coordinator	QA Coordinator	survey coordinator	999-9999	william anderson...	1	1	<input checked="" type="checkbox"/>	Y

*Figure 15 - Coordinator Search Window*

The **Cases tab** displays the cases assigned to the Coordinator highlighted on the **Staff tab**. (*Figure 16*).

Client Name	Client SSN	Survey	Survey Status	Reason For Survey	Case Manager Name	Surveyor Name	Coordinator Name	Division	Waiver	D
Fred Flintstone	230237932	23933	Assigned	Jeff & Brett syste...	LYONS, AMANDA	QA Surveyor	QA Coordinator	DA	AD	6

*Figure 16 – Individuals Coordinator Cases Tab*

## Case Managers

Clicking on the **Case Managers** option in the **Individual's Menu** opens a search window (*Figure 17*).

Enter the search criteria in the **Name search field**.

Click the **Search** button and the System will display a list of Case Managers meeting the search criteria on the Case Manager tab.

Information about the highlighted **Case Manager** appears in the window in the lower portion of the screen.

**CST Case Managers**

1 of 1

Name: lyons Search

Case Manager Cases

	Last Name	First Name	Member	Email	Phone
▶	LYONS	AMANDA	100107940	alyons@lifestrea...	7657591121

First Name: AMANDA Last Name: LYONS

Email: alyons@lifestreaminc.org Phone: 7657591121

Member: 100107940 Inactive: ☐ One Of Us: ☒

Team No: LSSI

Provider Key: 06129

Ddp Tr Dt: Saturday , December 30, 1899

Isp Facil: ☐

Isp Dt: Saturday , December 30, 1899

Designee: ☐

Des Date: Saturday , December 30, 1899

Npi:

Taxonomy:

Is The CM?

Waiver: ☐ ICR/MR LOC Certified: ☐

Qmhp: ☐ DDP Trained: ☐

Qmhp: ☐

TCM

Tcm Number:

Tcm Medcl: 200343810

Tcm Date: Saturday , December 30, 1899

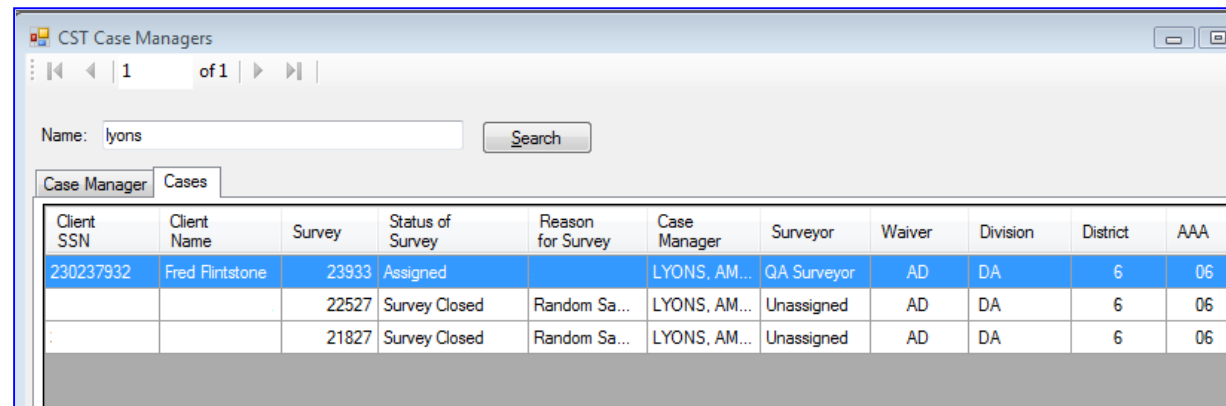
Tcm Med Dt: Saturday , December 30, 1899

Loc Sign: ☐

Loc Intl:

*Figure 17 – Individuals - Case Manager Search Window*

The **Cases tab** displays the cases assigned to the Case Manager highlighted on the **Case Manager tab**.



Client SSN	Client Name	Survey	Status of Survey	Reason for Survey	Case Manager	Surveyor	Waiver	Division	District	AAA
230237932	Fred Flintstone	23933	Assigned		LYONS, AM...	QA Surveyor	AD	DA	6	06
		22527	Survey Closed	Random Sa...	LYONS, AM...	Unassigned	AD	DA	6	06
		21827	Survey Closed	Random Sa...	LYONS, AM...	Unassigned	AD	DA	6	06

*Figure 18- Individuals Menu - Case Manager Window - Cases Tab*

---

## Administrator Tasks

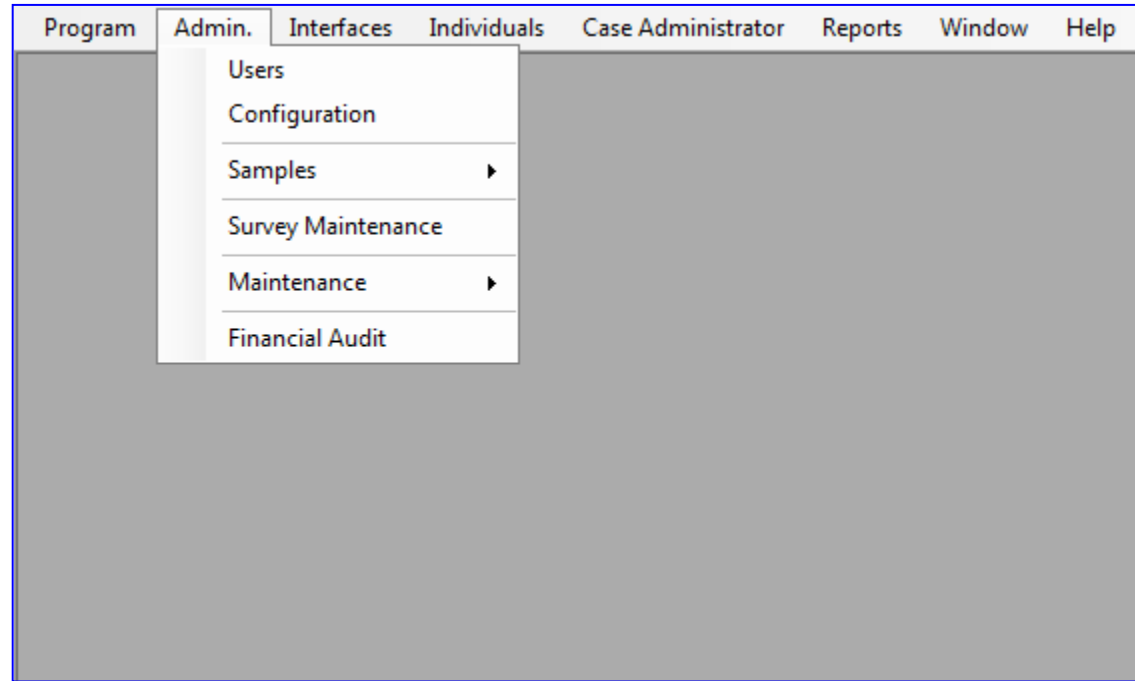
The grid below links administrator tasks to explanations of how to perform these tasks in the CST system.

<i>Administrator Tasks</i>	<i>User Guide Reference</i>
<b>Creates Users</b>	
<b>Configures System Codes</b>	
<b>Creates Random Surveys</b>	
<b>Creates Specific Surveys</b>	
<b>Maintains Regulations</b>	
<b>Maintains Status Types</b>	
<b>Maintains Survey Types</b>	
<b>Maintains Survey Activity Types</b>	

## Administrator Menus

This section discusses the menu selections (*Figure 19*) used by the Administrator:

- Users
- Configuration
- Samples
- [Survey Maintenance](#)
- Maintenance
- Financial Audit



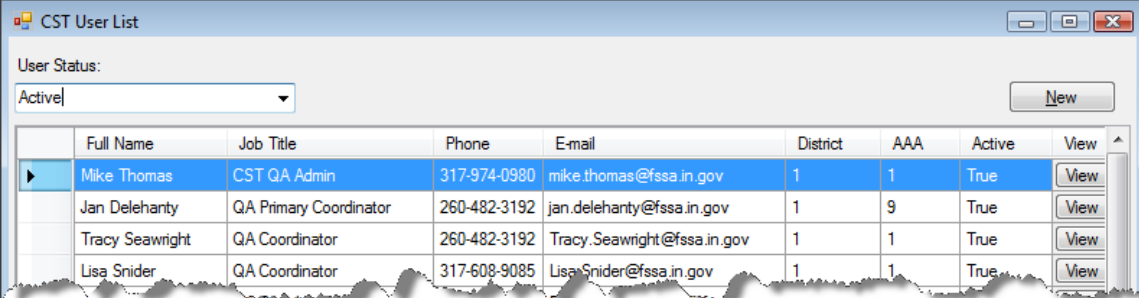
*Figure 19 - Administrator Menus*



## Users

From the **Users List** (*Figure 20*) the Administrator can:

- Set a User's status
- View or change a user's properties
- Add a new user



	Full Name	Job Title	Phone	E-mail	District	AAA	Active	View
▶	Mike Thomas	CST QA Admin	317-974-0980	mike.thomas@fssa.in.gov	1	1	True	View
	Jan Delehanty	QA Primary Coordinator	260-482-3192	jan.delehanty@fssa.in.gov	1	9	True	View
	Tracy Seawright	QA Coordinator	260-482-3192	Tracy.Seawright@fssa.in.gov	1	1	True	View
	Lisa Snider	QA Coordinator	317-608-9085	Lisa.Snider@fssa.in.gov	1	1	True	View

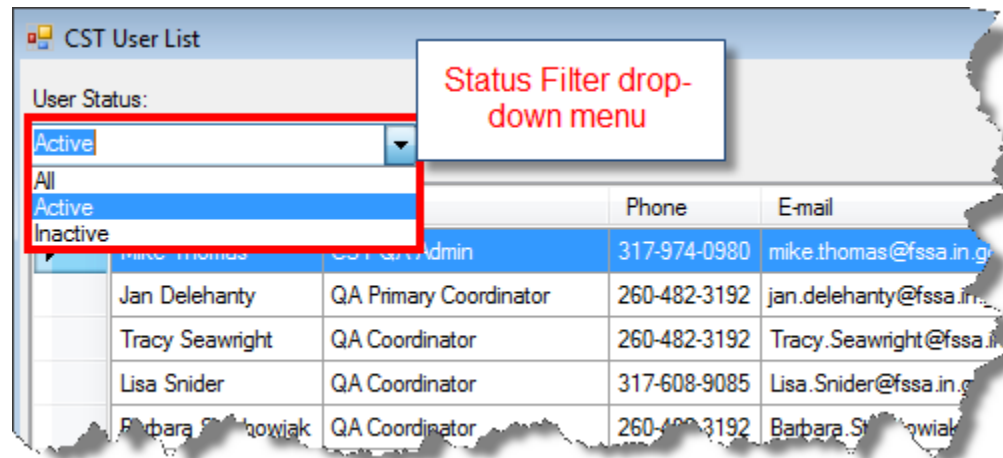
*Figure 20 - User List*

### Filter Users by Status

To view existing users by status, select a status from the **Status Drop-down Menu** (*Figure 21*).

The available filters are **Active**, **Inactive** or **All**.

The System will display the users based on the filter that is applied. In *Figure 21*, all the Users in the list are **Active** because this is the status that is selected in the **User Status** field.



*Figure 21 - Status Drop-down Menu*

## View or Change User Properties

To view or change an existing user's properties, highlight the user's name.

Then click the **View** button on the right end of the selected line (*Figure 22*).

The **User Maintenance** window displays (*Figure 23*).

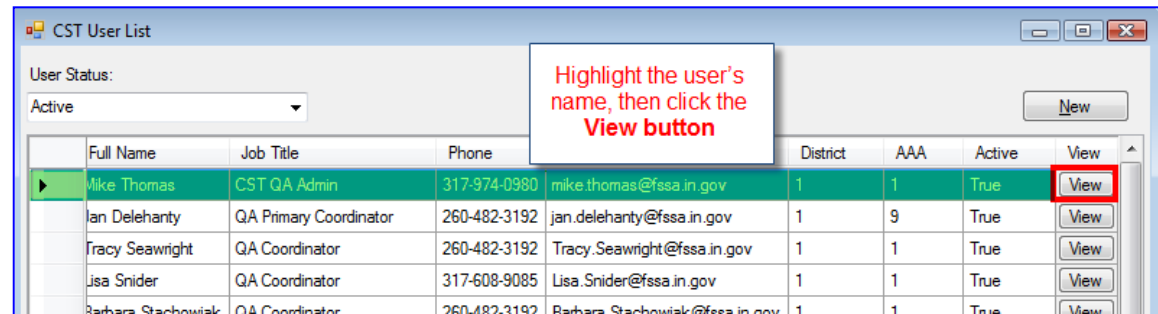


Figure 22 – View or Change User Properties

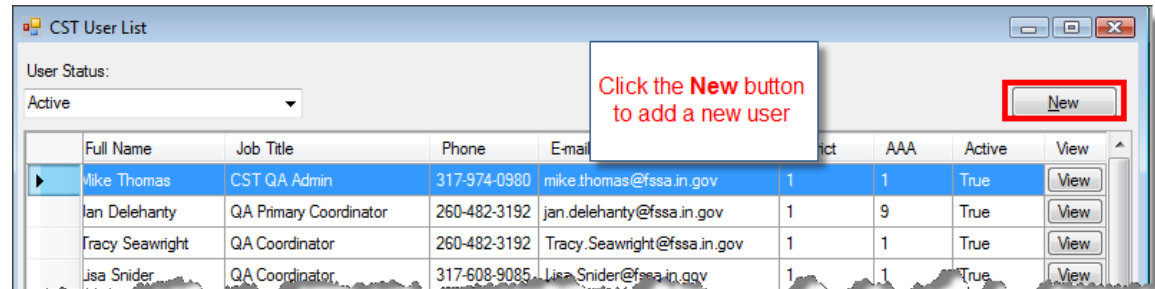
Figure 23 shows the 'User Maintenance' window with the 'User Info' tab selected. The form contains the following fields and controls:

- Name: Mike Thomas
- Job Title: CST QA Admin
- Email: mike.thomas@fssa.in.gov
- Supervisor: Mike Thomas (with a 'Select...' button)
- Phone: 317-974-0980
- County: Marion
- District: 1
- AAA: 1
- Active: ☒
- Child Survey Trained: ☒
- Mobile: 317-555-5555
- Fax: 317-234-5555
- New: (empty field)
- Confirm: (empty field)
- Role: administrator
- Buttons: Save, Close, Assign Role, Role Maint..., Change Password

Figure 23 - User Maintenance Window

**Add a New User**

To add a new user, click the **New button** in the User List window (*Figure 24*).



*Figure 24 - Add a New User*

The System will display a blank **User Maintenance** input window (*Figure 25*).

Enter the new user's information and click the **Save button** to save the new user to the System.

The screenshot shows the 'User Maintenance' window. It has a 'User Info' tab. The form contains the following fields and controls:

- Name: [Text Field]
- Job Title: [Text Field]
- Email: [Text Field]
- Supervisor: [Text Field] with a 'Select...' button.
- Phone: [Text Field]
- County: [Text Field]
- Mobile: [Text Field]
- District: [Dropdown Menu]
- Fax: [Text Field]
- AAA: [Dropdown Menu]
- Active: ☐
- Child Survey Trained: ☐
- New: [Text Field]
- Confirm: [Text Field]
- Role: [Dropdown Menu]
- Buttons: Save, Close, Select..., Assign Role, Role Maint..., Change Password.

*Figure 25 - Blank User Maintenance Input Window*

## Configuration

There are two tabs in the Configuration window:

- Configuration
- System Codes

### Configuration Tab

The Configuration tab (*Figure 26*) allows the administrator view or change information about the Primary Coordinator.

The Configuration Tab also allows the administrator to set

- Days Between Survey
- Margin of Error
- Confidence Level percentage
- Response Distribution Percentage
- Quarter
- Number of days to retain the Log

The screenshot shows the 'CST Configuration' window with the 'Configuration' tab selected. The window contains several input fields for contact information and a section for 'Random Process Defaults'. The 'Primary Coordinator' is set to 'Jan Delehanty'. The 'Administration eMail', 'Technical eMail', and 'IPMG eMail' are all set to 'jeff.hammonds@fssa.in.gov'. The 'eMail Service' is set to 'Mailhub.doit.state.in.us'. The 'Random Process Defaults' section includes fields for 'Days Between Survey' (365), 'Margin Of Error %' (5), 'Confidence Level %' (95), 'Response Distribution %' (50), a 'Quarter' selector (radio buttons 1, 2, 3, 4, with 3 selected), 'Log Retain Days' (1), and a 'Last Run Date & Time' field showing '9/18/2009 12:34:21 PM'. A 'Save' button is located at the bottom right of the window.

Field	Value
Primary Coordinator	Jan Delehanty
Administration eMail	jeff.hammonds@fssa.in.gov
Technical eMail	jeff.hammonds@fssa.in.gov
IPMG eMail	BQIS.notifications@gotoipmg.com
eMail Service	Mailhub.doit.state.in.us
Days Between Survey	365
Margin Of Error %	5
Confidence Level %	95
Response Distribution %	50
Quarter	3
Log Retain Days	1
Last Run Date & Time	9/18/2009 12:34:21 PM

*Figure 26 - Configuration Tab*

## System Codes

CST Configuration

Configuration System Codes

JOETEST

Code:

Description:

Save

SystemCodeID	Code	Description
--------------	------	-------------

*Figure 27 - Administrator Configuration System Code Tab*

## Samples

On the Admin Screen click Samples to open the **Survey Initiate Window** (*Figure 28*).

It is from the Survey Initiate Window that the Administrator creates surveys.

There are two types of surveys that CST can generate:

- A Random Survey
- A Specific Survey

**Survey Initiate**

Create Random Survey | Create Specific Survey

**Sample Size Data**

Acceptable margin of error: 5  
Confidence Level: 95  
Response Distribution: 50

**Quarter**

☐ 1 ☐ 2 ☒ 3 ☐ 4

Start Date: 7/1/2009  
End Date: 9/30/2009  
Days between survey: 365  
☐ 17 and Over? ☒

**Waiver and District**

☐ Only this Waiver and District

Waiver:   
District:   
Division: AAA

Date Previous Random Sample Ran: 09/01/2009 11:25 AM

Generate Random Sample  
View Sample Summary  
Create Surveys  
Email Sample To IPMG

*Figure 28 - Survey Initiate Window*

### Create Random Survey Tab

To set the survey parameters for a Random Survey, from the Admin Samples menu select **Random Sample**.

Some of the parameters for a Random Survey are input under the **Admin. Configuration** option. These include:

- Sample Size Data
- Quarter
- Days between survey

The screenshot shows the 'Survey Initiate' window with two tabs: 'Create Random Survey' (selected) and 'Create Specific Survey'. The form is divided into several sections. The 'Sample Size Data' section is highlighted with a red box and contains three input fields: 'Acceptable margin of error' (5), 'Confidence Level' (95), and 'Response Distribution' (50). Below this, the 'Quarter' section is also highlighted with a red box and contains four radio buttons labeled 1, 2, 3, and 4, with radio button 3 selected. Further down, the 'Start Date' is 7/1/2009, 'End Date' is 9/30/2009, and 'Days between survey' is 365, which is highlighted with a red box. At the bottom, there is a checkbox for '17 and Over?' which is checked, and a link for 'Waiver and District'. A red callout box with the text 'Data generated under the Admin. Configuration option.' has three red arrows pointing to the 'Sample Size Data' section, the 'Quarter' section, and the 'Days between survey' field.

Figure 29



From this window the Administrator can set the **Start** and **End Date** of the Survey.

In addition, the Administrator can create **Surveys by Waiver, District and Division**.

To make these fields active, click in the **Only this Waiver and District** check box (*Figure 30*).

Once the fields are active, select the type of Waiver from the drop-down menu (*Figure 31*) and enter the District, Division and AAA in the appropriate fields.

The screenshot shows the 'Survey Initiate' window with the 'Create Random Survey' tab selected. The 'Sample Size Data' section includes fields for 'Acceptable margin of error' (5), 'Confidence Level' (95), and 'Response Distribution' (50). The 'Quarter' section has radio buttons for 1, 2, 3, and 4, with 3 selected. The 'Start Date' is 7/1/2009, 'End Date' is 9/30/2009, and 'Days between survey' is 365. The '17 and Over?' checkbox is checked. The 'Waiver and District' section is highlighted with a red box and contains the following fields: 'Only this Waiver and District' (unchecked), 'Waiver' (drop-down menu), 'District' (text field), 'Division' (text field), and 'AAA' (text field). The 'Date Previous Random Sample Ran' is 09/01/2009 11:25 AM.

*Figure 30 - Waiver and District Option*

The screenshot shows the 'Waiver and District' section with the 'Only this Waiver and District' checkbox checked. The 'Waiver' drop-down menu is open, showing a list of options: AD, AUTISM, DD, SSW, and TBI. The 'District' field is empty and labeled 'AAA'. The 'Date Previous Random Sample Ran' is 09/01/2009 11:25 AM. The 'Generate Random Sample' button is visible at the bottom.

*Figure 31 - Waiver Drop-down Menu*

The area at the bottom of the screen (*Figure 32*) allows the Administrator to perform the following addition tasks:

- View the date the previous random sample was run
- Generate a Random Sample
- View a Sample Summary

After the Random Sample has been Generated the buttons labeled:

- Create Surveys and
- Email Sample to IMPG

...become active.

Only this Waiver and District

Waiver  District

Division  AAA

Date Previous Random Sample Ran:  
09/01/2009 11:25 AM

Generate Random Sample

View Sample Summary

Create Surveys

Email Sample To IMPG

*Figure 32 - Additional Options*

**Note:** When the *Create Random Survey tab* displays the *Create Specific Survey tab* is also visible so that the Administrator can readily access the *Create a Specific Survey option* (*Figure 33*).

Survey Initiate

Create Random Survey Create Specific Survey

Sample Size Data

Acceptable margin of error 5

Confidence Level 95

Response Distribution 50

Waiver

*Figure 33 - Both Sample Tabs Visible*

### Create Specific Survey Tab

To set the survey parameters for a specific survey type, from the Admin Samples menu select **Create Specific Survey**.

The **Create Specific Survey** window will display (*Figure 34*).

The Administrator can select the Survey type (*Figure 35*) and the Reason for the Survey (*Figure 36*) from the drop-down menus

The screenshot shows the 'Survey Initiate' window with the 'Create Specific Survey' tab selected. The window contains the following fields and controls:

- Survey Type:** A drop-down menu.
- Reason for Survey:** A drop-down menu.
- Select Client:** A section containing:
  - First Name:** A text input field.
  - Last Name:** A text input field.
  - Address:** A text input field.
  - Search:** A button.
- A large gray rectangular area at the bottom of the form.

Figure 36 –Create Specific Survey Tab

This close-up shows the 'Survey Type' drop-down menu with the following options:

- Standard
- Transition Move
- Financial Audit

Figure 35 - Survey Type

This close-up shows the 'Reason for Survey' drop-down menu with the following options:

- Non-compliance
- Transition Monitor
- Investigation
- Financial Audit
- BQIS Directed

Figure 34 – Reason for Survey Drop-down Menu

To create a specific survey for a specific client, enter the search criteria into the First Name, Last Name, Address or a combination of the three fields. Then click the Search button. (*Figure 37*)

A list of clients will display in the search results window.

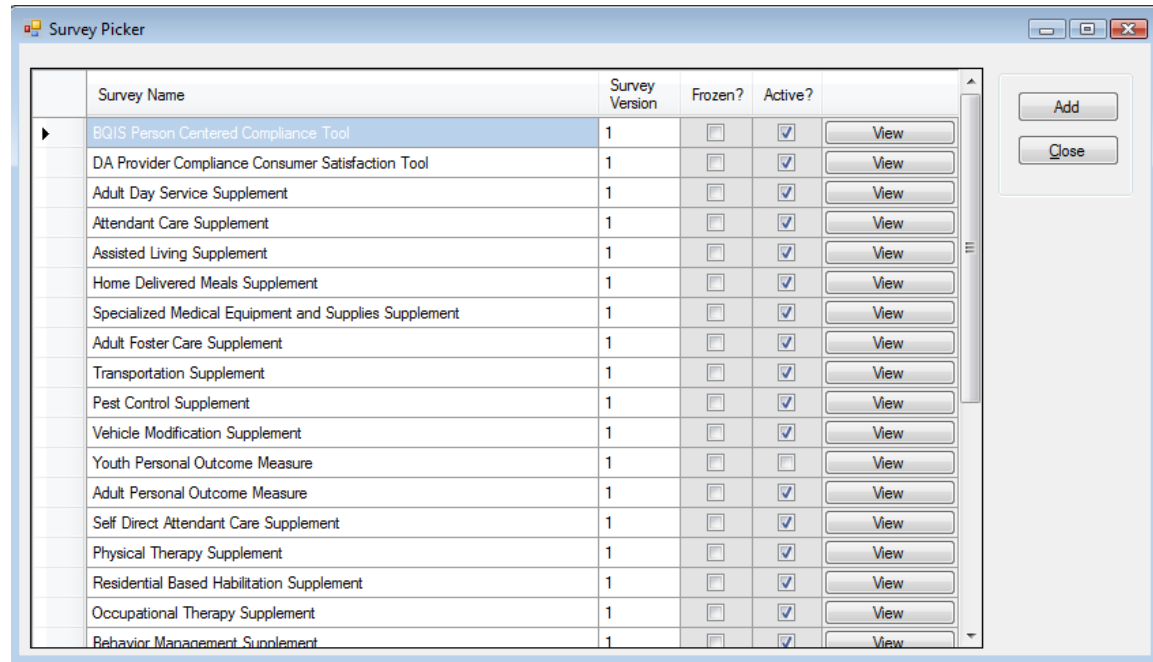
The screenshot shows a web application window titled "Survey Initiate". It has two tabs: "Create Random Survey" and "Create Specific Survey". The "Create Specific Survey" tab is active. The form contains the following elements:

- Survey Type:** A dropdown menu.
- Reason for Survey:** A dropdown menu.
- Select Client:** A label for the search criteria section.
- Client Search Criteria Fields:** A red-bordered box containing three input fields: "First Name:", "Last Name:", and "Address:". A callout box labeled "Client Search Criteria Fields" points to this section.
- Search:** A button to the right of the search criteria fields.
- Search Results Window:** A large gray rectangular area below the search criteria fields, outlined in red. A callout box labeled "Search Results Window" points to this area.

*Figure 37 - Client Search Window*

## Survey Maintenance

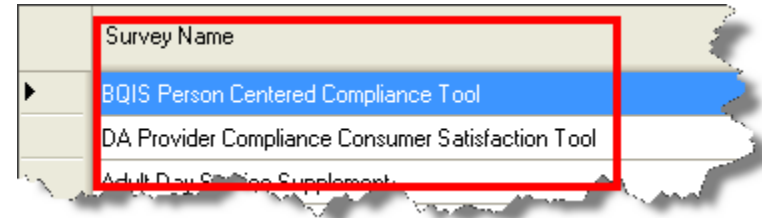
From the Admin drop-down menu at the top of the screen, select **Survey Maintenance** to open the Survey Picker Window (*Figure 38*).



*Figure 38 - Survey Picker Window*

**Survey Picker fields**

- **Survey Name** – Displays a list of Surveys created in CST (*Figure 39*).

*Figure 39 - Survey Picker Fields - Survey Name*

- **Survey Version** – Denotes the current version of the selected survey (*Figure 40*).

Survey Version	Frozen?	Active?	
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View

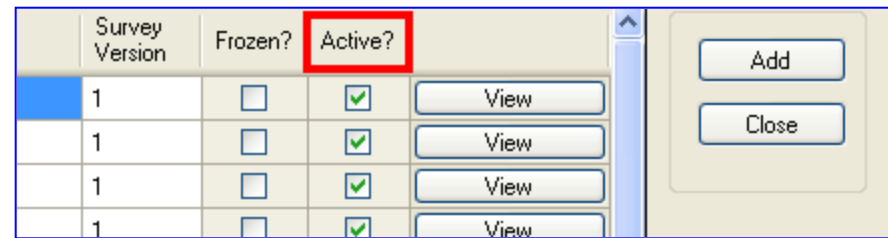
*Figure 40 - Survey Picker Fields - Survey Version*

- **Frozen?** – A check mark in the **Frozen field** indicates that the survey is frozen. If there is not check mark in the field, the survey is not frozen (*Figure 41*).

Survey Version	Frozen?	Active?	
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View

*Figure 41 - Survey Picker fields - Frozen?*

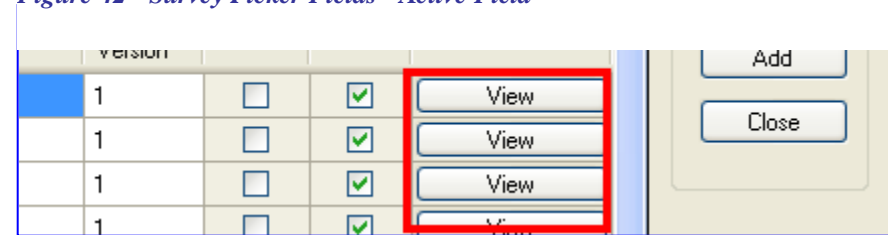
- **Active** – A check mark in the Active field indicates that the survey is active. If there is not check mark in the field, the survey is inactive.



	Survey Version	Frozen?	Active?	
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View

*Figure 42 - Survey Picker Fields - Active Field*

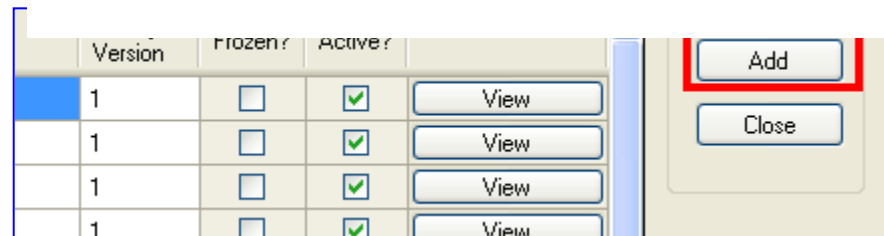
- **View Button** – This button allows the administrator to view the Survey in the Survey Questions Form. From the Survey Questions Form the administrator sets both the Frozen? and the Active? fields.



	Survey Version	Frozen?	Active?	
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View

*Figure 43- Survey Picker Fields - View Button*

- **Add Button** – This button allows the administrator to add a survey.



	Version	Frozen?	Active?	
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View
	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	View

*Figure 44 - Survey Picker Fields - Add Button*

- **Close Button** – Closes the screen.

## Maintenance

Items that can be maintained with the Maintenance function include:

- Client/Provider maintenance Screen via the Client Option
- Regulations Form
- Survey Status Types
- Survey Types
- Survey Activity Types

### Client Option

Selecting the Client option from the Admin Maintenance Menu opens the **Client/Provider Maintenance Screen** (*Figure 45*).

The administrator maintains and updates client, provider and case manager information from this window.

The Client/Provider Maintenance window is discussed in detail in the Primary Coordinator Section under Admin/Clients menu.

*Figure 45 - Client/Provider Maintenance Screen*



**Regulations Form**

(Figure 46).

The screenshot shows a web-based application window titled "RegulationsForm". At the top, there is a navigation bar with a "1 of 180" indicator and several icons. Below this, the main content area is divided into two sections. The left section is a vertical list of regulation codes, with "6-8-2" selected and highlighted. The right section, titled "Regulation Text:", displays the text for the selected regulation. The "Regulation Code:" field at the top right of the text area also contains "6-8-2".

Regulation Code: 6-8-2

Regulation Text:

6-8-2  
6-8-3  
6-9-2  
6-9-3  
6-9-4  
6-9-5  
6-9-6  
6-9-7  
6-10-5  
6-10-6  
6-10-7  
6-10-8  
6-10-9  
6-10-10  
6-10-11  
6-10-12  
6-10-13  
6-11-2  
6-11-3  
6-12-2  
6-13-2  
6-14-2  
6-14-3  
6-14-4  
6-14-5  
6-14-6  
6-16-2  
6-16-3  
6-17-2  
6-17-3  
6-17-4

Sec. 2.

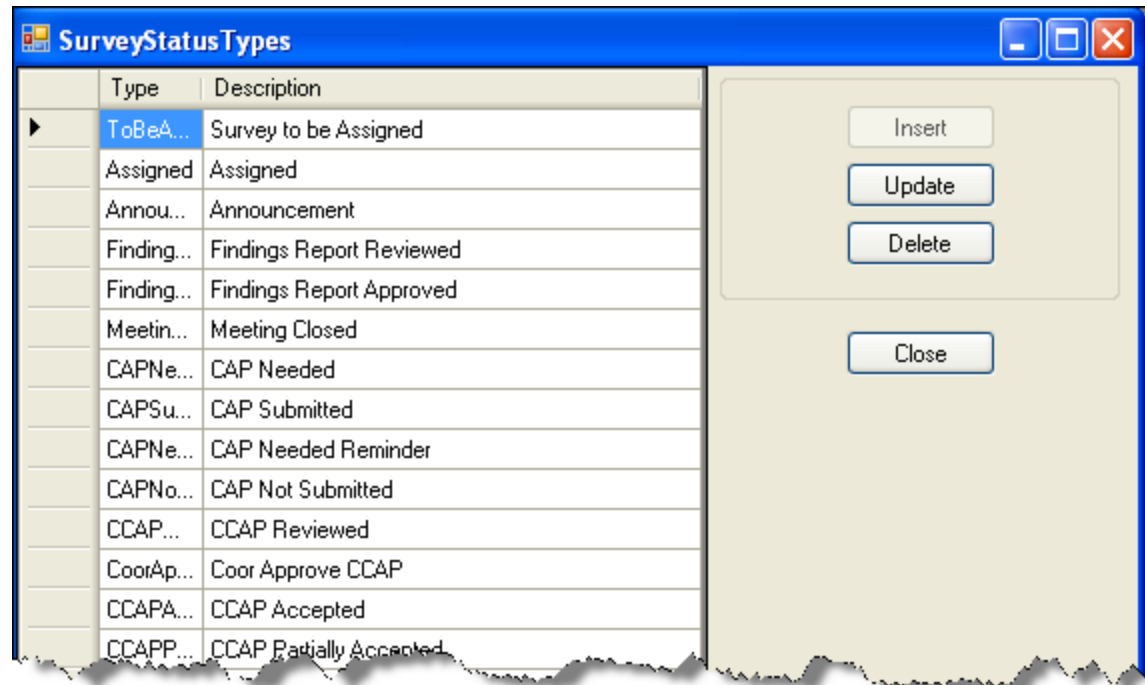
(A) A provider shall ensure that an individual's rights as guaranteed by the Constitution of the United States and the Constitution of Indiana are not infringed upon.

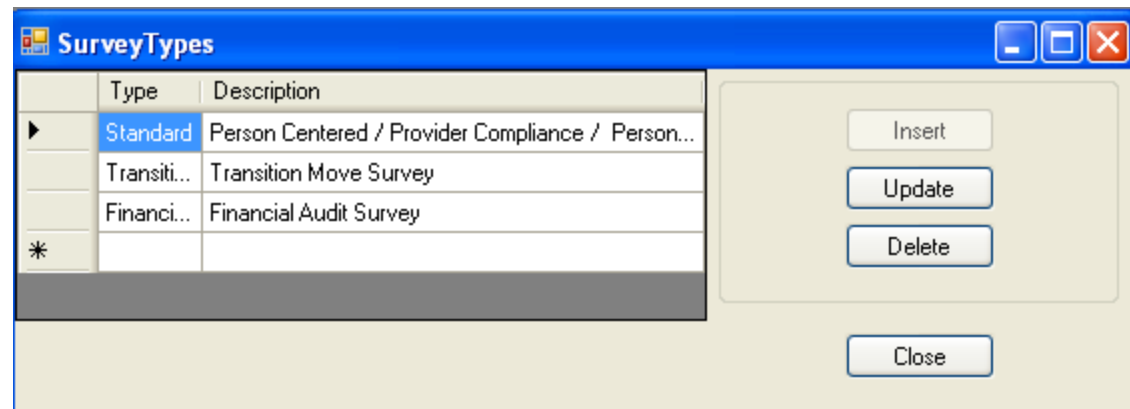
(B) A provider shall ensure that:

(1) an individual's rights as set out in IC 12-27 are not infringed upon; and

(2) an individual has the ability to exercise those rights as provided in IC 12-27.

Figure 46 - Regulations Form

**Survey Status Types***(Figure 47)**Figure 47 - Survey Status Types*

**Survey Types***(Figure 48).**Figure 48 - Survey Types*

## Survey Activity Types

(Figure 49)

**Survey Activity Types**

	Division	Supplemental?	Financial?	Activity Type	Long Description
	▼	<input type="checkbox"/>	<input type="checkbox"/>	Person Centered Compliance	Person Centered Compliance Satisfaction Tool
	▼	<input type="checkbox"/>	<input type="checkbox"/>	Personal Outcome Measure	Personal Outcome Measure
	▼	<input type="checkbox"/>	<input type="checkbox"/>	Transition Monitoring - Level 1	1st Level Post Transition Monitoring
	▼	<input type="checkbox"/>	<input type="checkbox"/>	Transition Monitoring - Level 2	2nd Level Post Transition Monitoring
	▼	<input type="checkbox"/>	<input type="checkbox"/>	Transition Monitoring - Level 3	3rd Level Post Transition Monitoring
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attendant Care	Attendant Care Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Case Management	Case Management Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Homemaker	Homemaker Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Assisted Living	Assisted Living Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Home Delivered Meals	Home Delivered Meals Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Nutritional	Nutritional Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Specialized Medical Equipment and Supplies	Specialized Medical Equipment and Supplies Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Health Care Coordination	Health Care Coordination Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adult Day Service	Adult Day Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adult Foster Care	Adult Foster Care Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Environmental	Environmental Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Respite	Respite Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transportation	Transportation Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Self Direct Attendant Care	Self Direct Attendant Care Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Pest Control	Pest Control Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical Therapy	Physical Therapy Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vehicle Modification	Vehicle Modification Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Residential Based Habilitation	Residential Based Habilitation Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occupational Therapy	Occupational Therapy Services
DA	▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Behavior Management	Behavior Management Services

Figure 49 - Survey Activity Types

## Primary Coordinator Tasks

The grid below links Primary Coordinator tasks to explanations of how to perform these tasks in the CST system.

<i>Administrator Tasks</i>	<i>User Guide Reference</i>
<b>Assigns surveys to Surveyors and coordinators</b>	
<b>Notifies Surveyors/Coordinators of their assignments</b>	
<b>Assigns Surveyors to coordinators</b>	

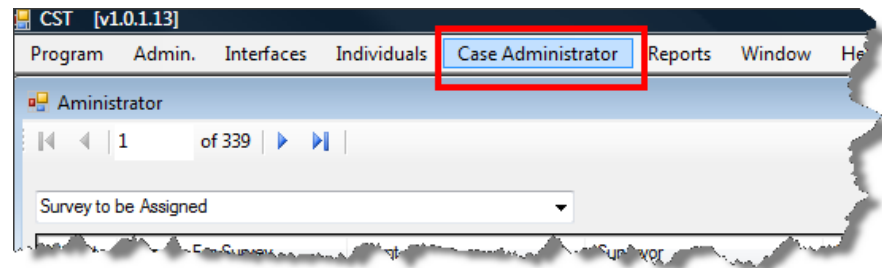
## Primary Coordinator Menus

This section discusses the menu selections used by the Primary Coordinator, i.e. Case Administrator.

### Case Administrator

From the **Case Administrator** screen (*Figure 50*) the Primary Coordinator can

- assign cases to surveyors and coordinators
- assign surveyors to coordinators



*Figure 50- Select Case Administrator from the menu bar*

The **Survey Search field** allows you to search by Survey number.

The **Case Status Drop-down menu** displays each status a Survey can have.

The selected Status reflects the Statuses of the cases on the **List of Cases** screen.

The fields on the **List of Cases** screen are fully sort able so that you may sort the list by

- Survey
- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- County
- Waiver
- Division
- AAA

The screenshot shows the Case Administrator interface with the following components:

- Survey Search field:** A text input field labeled "Survey:" with a "Search" button.
- Case Status drop-down menu:** A dropdown menu currently showing "Survey to be Assigned".
- List of Cases:** A table with columns: Select, Survey, Sample Date, Reason For Survey, Client, Surveyor, Coordinator, Case Manager, District, County, Waiver, and a final column with a dropdown arrow. The table contains 10 rows of survey data.
- Coordinators and Surveyor's List:** A table with columns: Staff Name, Job Title, Surveyor Load, Coordinator Load, District, and a final column with a dropdown arrow. It lists three staff members: Jan Delehanty, Tracy Seawright, and Lisa Snider.
- Assign Surveyor:** A button located below the Coordinators and Surveyor's List table.

Select	Survey	Sample Date	Reason For Survey	Client	Surveyor	Coordinator	Case Manager	District	County	Waiver	
<input type="checkbox"/>	23649	8/31/2009	RANDOM SAMPLE...	AXSOM, SANDRA		JAN DELEHANTY	DOHERTY, ROSE...	4	MONROE	TBI	D
<input type="checkbox"/>	23651	9/1/2009	RANDOM SAMPLE...	BAKER, JUSTIN		JAN DELEHANTY	GRAVES, BEVAUN	3	ALLEN	SSW	BI
<input type="checkbox"/>	23652	9/1/2009	RANDOM SAMPLE...	BEE, EMMA		JAN DELEHANTY	PENN, YVONNE	4	VIGO	AD	D
<input type="checkbox"/>	23654	8/31/2009	RANDOM SAMPLE...	BELCHER, MATTH...		JAN DELEHANTY	STOCKTON, MARY	8	LAWRENCE	SSW	BI
<input type="checkbox"/>	23655	9/1/2009	RANDOM SAMPLE...	BIDDINGER, DANI...		JAN DELEHANTY	DEWAR, BETH	8	JENNINGS	TBI	D
<input type="checkbox"/>	23659	8/31/2009	RANDOM SAMPLE...	BOTKIN, BEAU		JAN DELEHANTY	WAMPLER, KRIST...	5	MARION	SSW	BI
<input type="checkbox"/>	23660	8/31/2009	RANDOM SAMPLE...	BRAUN, GLORIA		JAN DELEHANTY	KUCHENBROD, JE...	8	CLARK	AD	D
<input type="checkbox"/>	23662	8/31/2009	RANDOM SAMPLE...	BROOKS, KATHRYN		JAN DELEHANTY	LEWTON, CHRISTI...	5	HAMILTON	AD	D
<input type="checkbox"/>	23663	8/31/2009	RANDOM SAMPLE...	BROWN, CHRISTO...		JAN DELEHANTY	FORD-KAYS, JULIE	5	MARION	AUTISM	BI
<input type="checkbox"/>	23664	8/31/2009	RANDOM SAMPLE...	BRYAN, KIMBERLY		JAN DELEHANTY	PHIPPS, REBECCA	6	MADISON	SSW	BI
<input type="checkbox"/>	23665	8/31/2009	RANDOM SAMPLE...	BUCK, ERIC		JAN DELEHANTY	ECKSTEIN, BETH	5	MARION	SSW	BI

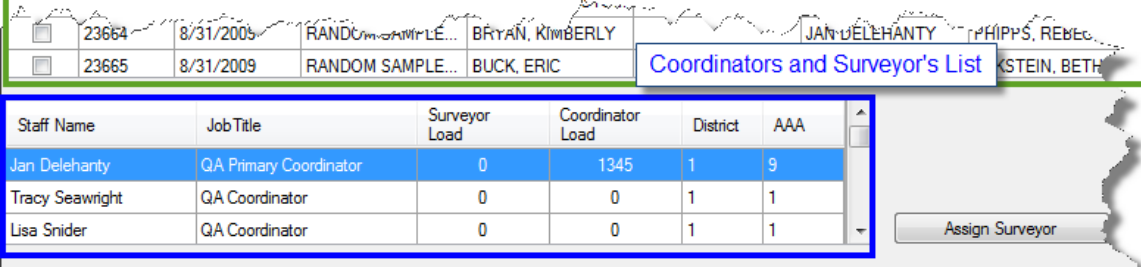
  

Staff Name	Job Title	Surveyor Load	Coordinator Load	District	
Jan Delehanty	QA Primary Coordinator	0	1345	1	9
Tracy Seawright	QA Coordinator	0	0	1	1
Lisa Snider	QA Coordinator	0	0	1	1

Figure 51 - The Case Administrator Screen

The **Coordinators and Surveyors List** displays

- Staff member's name
- Staff member's Job Title
- Surveyor/Coordinator's Current  
Survey Case Load
- Coordinator's Surveyor Case Load
- District
- AAA



Staff Name	Job Title	Surveyor Load	Coordinator Load	District	AAA
Jan Delehanty	QA Primary Coordinator	0	1345	1	9
Tracy Seawright	QA Coordinator	0	0	1	1
Lisa Snider	QA Coordinator	0	0	1	1

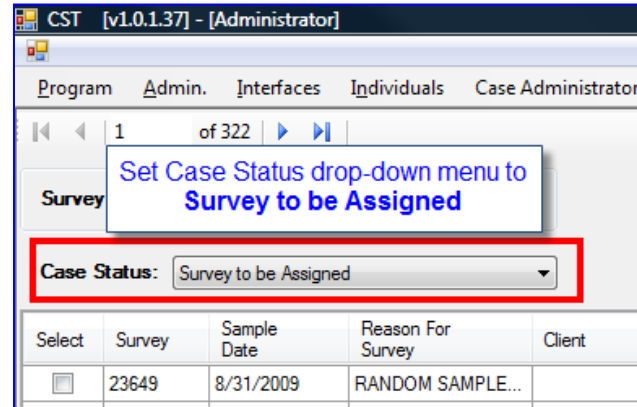
Assign Surveyor

*Figure 52 –Case Administrator Screen – Coordinators and Surveyor's List*



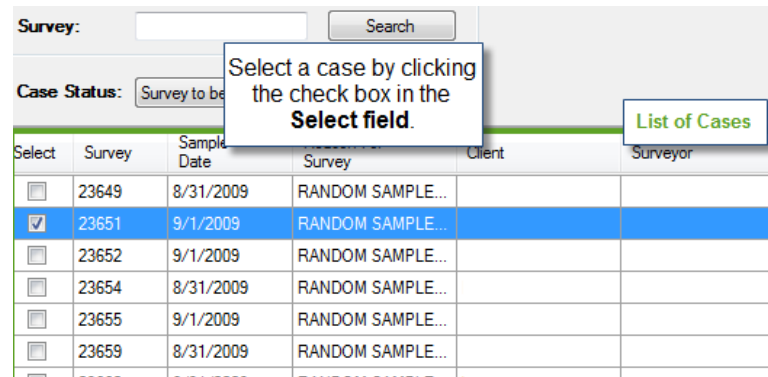
### Assign a Survey

To assign a survey to a surveyor, make sure the Status drop-down menu displays **Survey to be Assigned** (*Figure 53*).



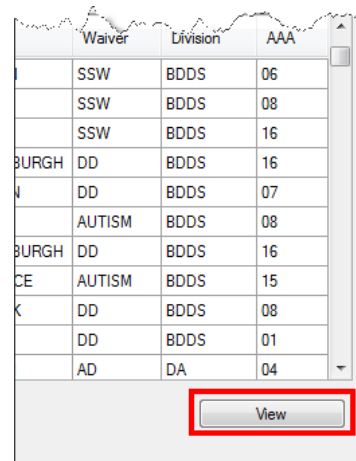
*Figure 53 - Survey to be Assigned*

In the **List of Cases window** select a case (*Figure 54*) that you want to assign to a surveyor (or coordinator) by clicking in the check box in the Select field next to the case you want to select.



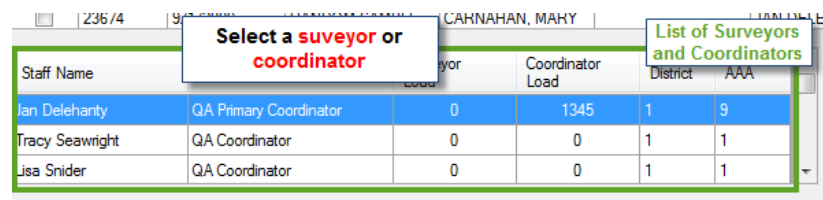
*Figure 54 - Select a Case*

To view the details of a case, select the case from the list of cases (*Figure 55*) and click the **View** button below the list of cases.



*Figure 55 - View Button*

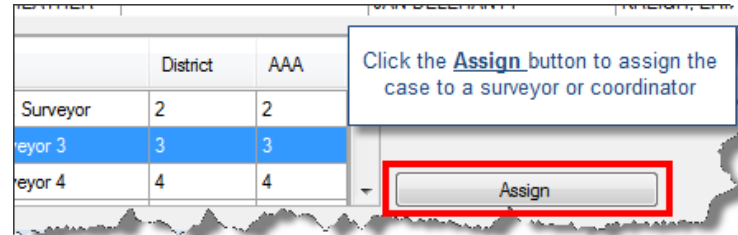
In the **List of Surveyors and Coordinators** window select a surveyor or coordinator (*Figure 56*).



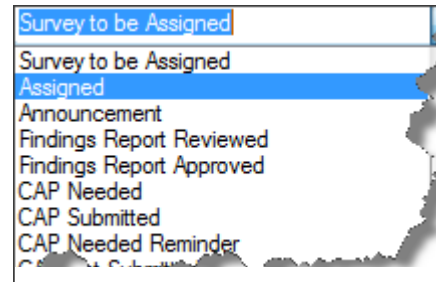
*Figure 56 - List of Surveyors and Coordinators*

To assign the surveyor or coordinator to the case, click the **Assign button** (*Figure 57*).

Once the Assign button is clicked, the case status changes to **Assigned**. To view the Assigned case select **Assigned** from the **Status Drop-down menu** (*Figure 58*).



*Figure 57 – Assign Button*



*Figure 58 – Status Drop-down menu*

The case now appears in the list of assigned surveys with the Surveyor assigned (*Figure 59*).

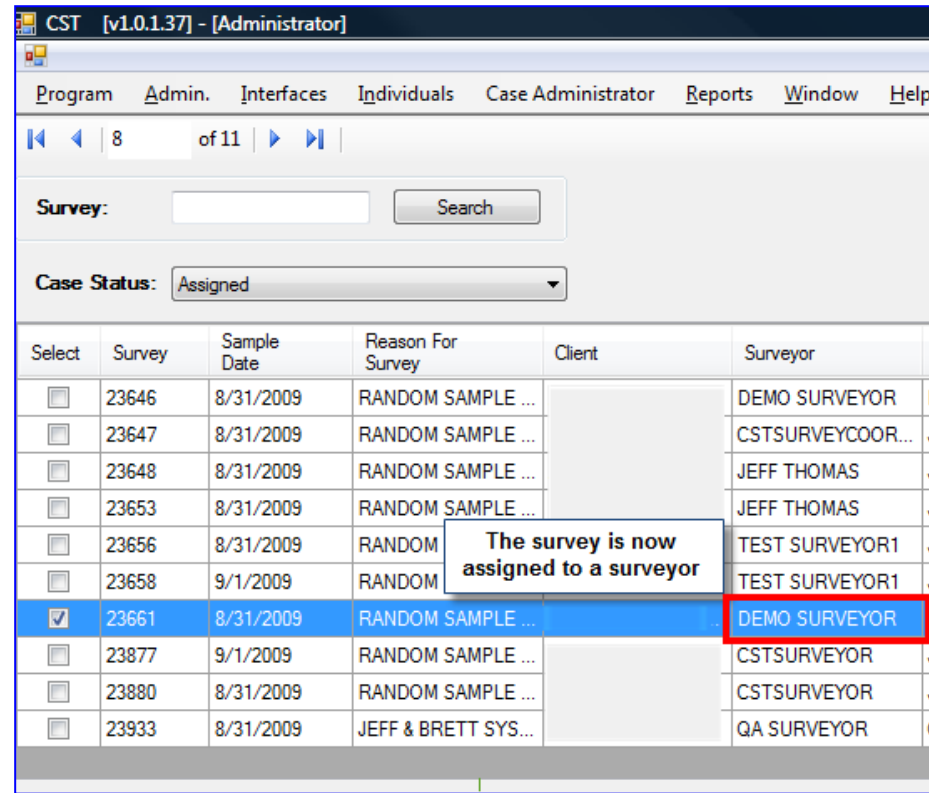


Figure 59 - Assigned Surveys

### Notify Surveyors/Coordinators of Assignments

When the survey is assigned, an email is automatically sent to the Surveyor so that she knows a survey has been assigned to her.

**Assign Coordinators**

To assign coordinators to surveyors make sure that **Assigned** is visible in the **Status drop-down menu** (*Figure 60*).

**Please Note:** A supervisor must be assigned to the case before a Coordinator can be assigned.

The screenshot shows a web interface for assigning coordinators. At the top, there is a 'Case Status' drop-down menu with 'Assigned' selected. A red box highlights the 'Assigned' option, and a callout box labeled 'Status drop-down menu' points to it. Below the menu is a table with columns: Select, Survey, Sample Date, Reason For Survey, Client, and Surveyor. The table contains two rows of data.

Select	Survey	Sample Date	Reason For Survey	Client	Surveyor
<input type="checkbox"/>	23645	8/31/2009	RANDOM SAMPLE ...		
<input type="checkbox"/>	23933	8/31/2009	JEFF & BRETT SYS...	FLINTSTONE, FRED	QA SURVEYOR

*Figure 60 - Status Drop-Down Menu*

Select a survey from the list by clicking the checkbox in the **Select field** to the left of the survey you want to select (*Figure 61*).

The screenshot shows a web interface for assigning coordinators. At the top, there is a 'Survey:' search bar and a 'Case Status' drop-down menu with 'Assigned' selected. A callout box labeled 'List of assigned surveys' points to the table below. The table has columns: Select, Survey, Sample Date, Reason For Survey, Client, Surveyor, Coordinator, and Case. The table contains two rows of data. The second row is highlighted in blue, and its 'Select' checkbox is checked.

Select	Survey	Sample Date	Reason For Survey	Client	Surveyor	Coordinator	Case
<input type="checkbox"/>	23645	8/31/2009	RANDOM SAMPLE ...	ALLEN, NICK	CSTSURVEYCOOR...	CSTSURVEYCOOR...	NOR
<input checked="" type="checkbox"/>	23933	8/31/2009	JEFF & BRETT SYS...	FLINTSTONE, FRED	QA SURVEYOR	QA COORDINATOR	LYONS

*Figure 61 - List of Assigned Surveys*

Highlight the coordinator from the  
**List of Coordinators** (*Figure 62*).

Staff Name	Job Title	Surveyor Load	Coordinator Load	District	AAA
Jeff Thomas	QA Coordinator	2	0	1	1
QA Coordinator	QA Coordinator	0	1	1	1
Demo Coordinator	Demo QA Coordinator - 9/25	2	8	8	11

Assign Coordinator

*Figure 62 - List of Coordinators*

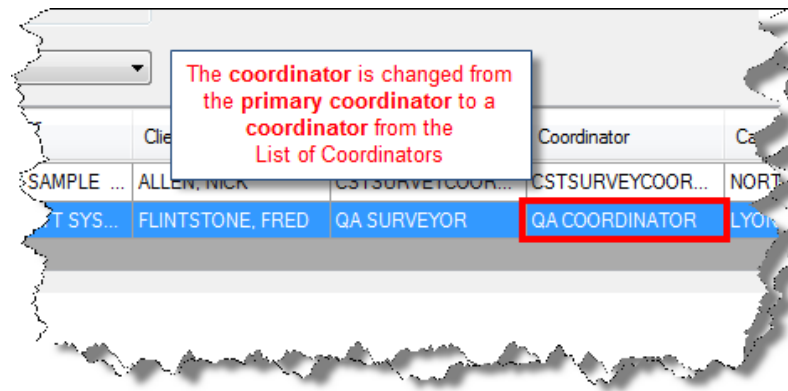
To assign the coordinator to the surveyor  
click the **Assign Coordinator** button to  
the right of the List of Coordinators (*Figure 63*).

Surveyor Load	Coordinator Load	District	AAA
2	0	1	1
0	1	1	1
2	8	8	11

Assign Coordinator

*Figure 63 - Assign Coordinator*

The entry in the **Coordinator** field is changed from the name of the primary coordinator to a coordinator from the list (*Figure 64*).



*Figure 64 – Coordinator changed from primary coordinator to one from the List of Coordinators*

## Coordinator Tasks

The grid below links coordinator tasks to explanations of how to perform these tasks in the CST system.

<i>Coordinator Tasks</i>	<i>User Guide Reference</i>
<b>Reviews Surveyor's findings</b>	
<b>Approves Surveyor's findings</b>	
<b>Performs quality review of CAPs</b>	
<b>Performs quality review of the follow-up verification</b>	



## Coordinator Menus

This section discusses the menu selections use by the Coordinator:

- Admin/Clients
- Coordinator Cases

### Admin/Clients Menu

The **Admin. Menu** (*Figure 65*) is used to access the **CST Client/Provider Maintenance screen**. From this screen a coordinator can maintain and update client, provider and case manager information.

To view the **Client/Provider Maintenance screen**, select **Maintenance**, then **Clients** from the **Admin.** drop-down menu (*Figure 66*) to open the **CST Client/Provider Maintenance screen** (*Figure 67*)

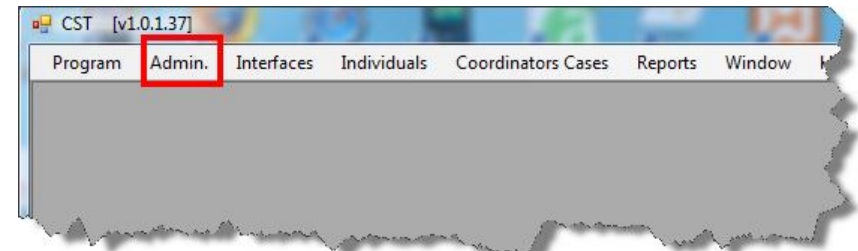


Figure 66

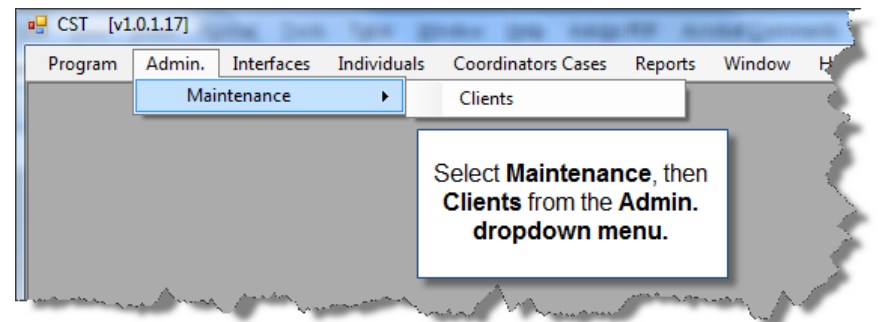
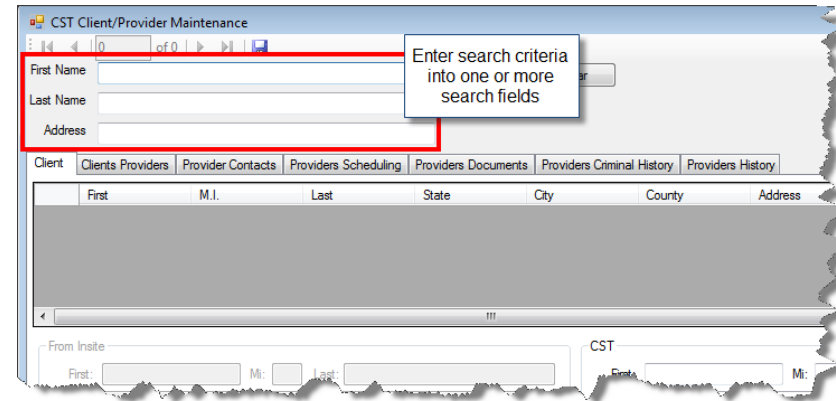


Figure 65

When the **Client/Provider Maintenance** screen opens enter client search criteria into one of the search fields and click the Search button to the right of the search fields (*Figure 67*).

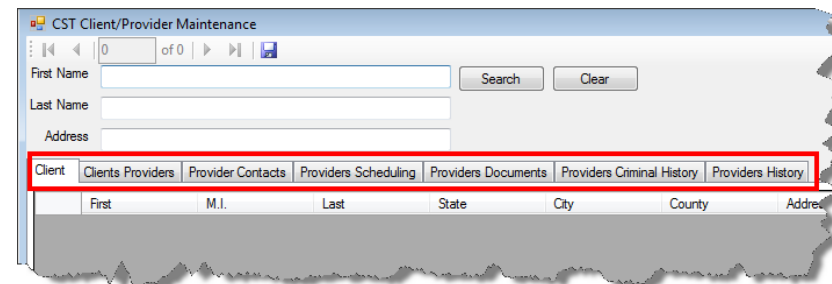
**Please Note:** The search will return a result with as little as a single alpha character entered into a search field.



*Figure 67 - Enter Search Criteria*

The first tab selection tab that displays is the **Client Tab**. The other tabs are related to the Client's providers. The tabs that are displayed are:

- Clients
- Client Providers
- Provider Contacts
- Provider Scheduling
- Provider Documents
- Provider Criminal History
- Providers History



*Figure 68 - Selection Tabs*

## The Client Tab

The **Client tab** displays contact and other information about the client.

The fields on the right side of the client screen are editable. As you acquire new information or updates to existing information, enter the information in this area of the screen.

At the bottom of the screen there are additional editable fields:

- Guardian Name
- Guardian E-mail
- QA Liaison Name
- QA Liaison E-mail
- Service Coordinator Name
- Service Coordinator E-mail
- BDDS Director Name
- BDDS Director E-mail
- BQIS Director Name
- BQIS Director E-Mail

CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

1 of 1

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client	First	M.I.	Last	State	City	County	Address	ClientSSN	Division
1	FRED	D	FLINTSTONE	IN	BEDROCK	MARION	134 COBBLESTONE	999-99-9999	BDDS

Client Contact Information

From Insite

First: FRED M: D Last: FLINTSTONE Address: 134 COBBLESTONE City: BEDROCK St: IN Zip: 46250 County: MARION Phone: (317) 849-5421

Additional client information

Dob: 8/ 5/1981 Marital Status: SINGL SSN: 999-99-9999 House hold: 3 Race: Liv Arg: FAMILY District: 5 Sex: ☒ Male ☐ Female

Service Start: 1/ 1/2009 End: 12/31/2009 Case Manager Name: WAMPLER, KRISTEN Phone: (317)-422-4646

CST

First: FRED M: D Last: FLINTSTONE Address: 134 COBBLESTONE City: BEDROCK St: IN Zip: 46250 County: MARION Phone: (317) 849-5421

Guardian Name: J. Doe Email: mkittrel@pdd.com

Case Manager Name: WAMPLER, KRISTEN Phone: (317)-422-4646

BDDS Dir Name: J. Smith Dir Email: mkittrel@pdd.com SC Name: A. Smith SC Email: mkittrel@pdd.com

BQIS Dir Name: B. Smith Dir Email: mkittrel@pdd.com QAL Name: C. Smith QAL Email: mkittrel@pdd.com

Refresh From Insite

Figure 69 - The Client Tab

## Client Providers Tab

The **Client Providers Tab** lists the providers for the selected client.

The information in the lower portion of the screen relates to the provider selected in the provider list in the upper portion of the screen.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED  
Last Name: FLINTSTONE  
Address: 134 COBBLESTONE

Client Providers | Provider Contacts | Providers Scheduling | Providers Documents | Providers Criminal History | Providers History

Vendor ID	Fid	Name	Address	City	Contact	Phone	Email	Send Report To Name	Send Report To Email	P
913	35-1537072	PROFESSIONAL A...	2506 WILLOWB...	Indianapolis	DALLAS MULVA...	3172522620	mkittrel@pdd.com	J. Smith	mkittrel@pdd.com	0
475	35-1299026	PUTNAM COUNT...	630 TENNESSE...	Greencastle	CHARLES SCHR...	7656539763	mkittrel@pdd.com	J. Brown	mkittrel@pdd.com	0

From Instate

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: \_\_\_\_\_  
Phone: (317) 252-2620

Federal ID: 35-1537072 Vendor ID: 913  
Medicaid ID: \_\_\_\_\_ Case Mgr ID: \_\_\_\_\_

CST

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: mkittrel@pdd.com  
Phone: (317) 252-2620

Send Reports To

Contact: J. Smith  
Email: mkittrel@pdd.com

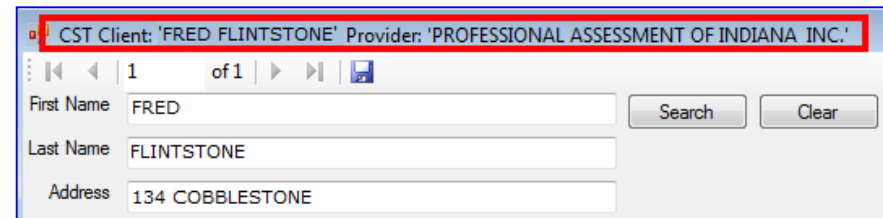
Figure 70 - Client Providers Tab

In the example at the right, the information on the subsequent tabs...

1. Provider Contacts
2. Providers Scheduling
3. Providers Documents
4. Providers Criminal History
5. Providers History

...relates to Professional Assessment of Indiana, Inc.

**Please Note:** The Provider's name appears at the top of the screen so that you will always be able to see which provider's information you are viewing (*Figure 70*).



The screenshot shows a web application interface. At the top, a red-bordered box contains the text: "CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'". Below this, there is a pagination bar showing "1 of 1" with navigation arrows. Underneath, there are three input fields: "First Name" with the value "FRED", "Last Name" with the value "FLINTSTONE", and "Address" with the value "134 COBBLESTONE". To the right of these fields are two buttons: "Search" and "Clear".

*Figure 71 - Provider's Name Appears at Top of Screen*

As with the Client Tab, the left portion of the screen reflects information about the Provider from **INsite**. The information in this area of the **Client Providers Tab** cannot be edited and its fields are grayed out.

The information on the right side of the screen can be edited so that missing Provider information can be added or old information can be updated.

CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED  
Last Name: FLINTSTONE  
Address: 134 COBBLESTONE

Client: Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Vendor ID	Fid	Name	Address	City	Contact	Phone	Email	Send Report To Name	Send Report To Email	Pd
913	35-1537072	PROFESSIONAL A...	2506 WILLOWB...	Indianapolis	DALLAS MULVA...	3172522620	mkittrel@pdd.com	J. Smith	mkittrel@pdd.com	0
475	35-1299026	PUTNAM COUNT...	630 TENNESSE...	Greencastle	CHARLES SCHR...	7656539763	mkittrel@pdd.com	J. Brown	mkittrel@pdd.com	0

Information from Insite about the provider selected above. This information cannot be edited in CST

From Insite

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: \_\_\_\_\_  
Phone: (317) 252-2620

Federal ID: 35-1537072 Vendor ID: 913  
Medicaid ID: \_\_\_\_\_ Case Mgr ID: \_\_\_\_\_

Editable information about the provider selected above.

CST

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: mkittrel@pdd.com  
Phone: (317) 252-2620

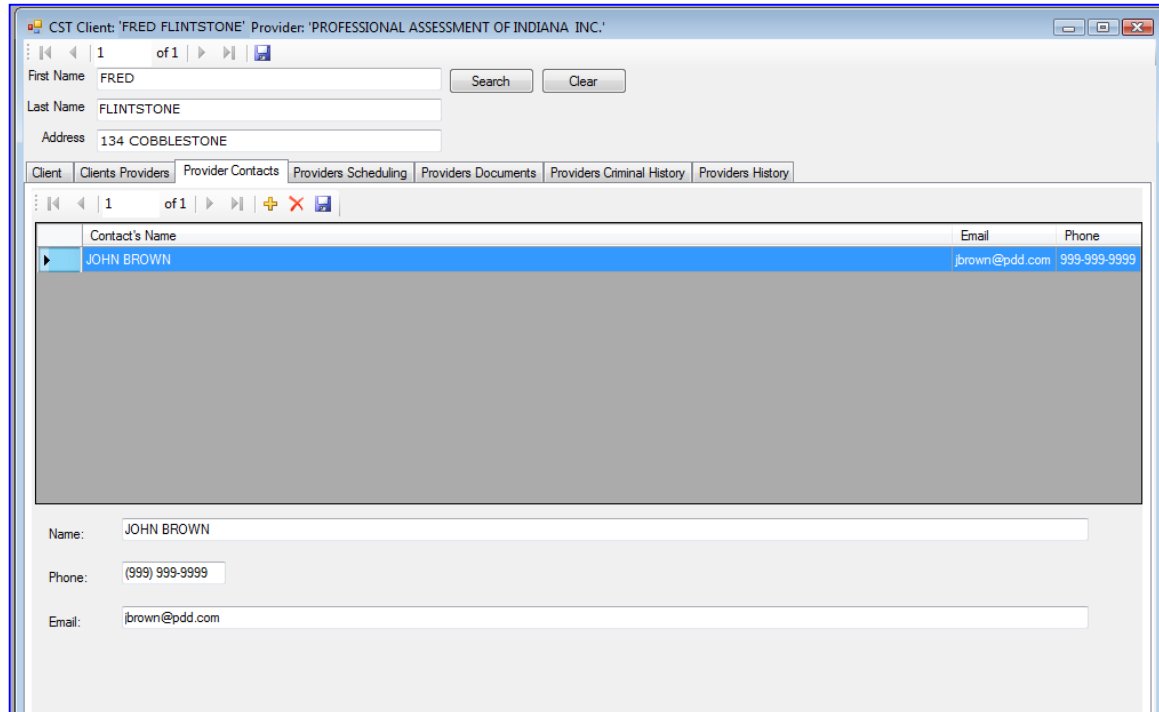
Send Reports To

Contact: J. Smith  
Email: mkittrel@pdd.com

Figure 72 - Clients Providers Tabs

## Provider Contacts

Use the Provider Contact screen  
(*Figure 73*) to add provider contact  
information.



CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

1 of 1

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Contact's Name	Email	Phone
JOHN BROWN	jbrown@pdd.com	999-999-9999

Name: JOHN BROWN

Phone: (999) 999-9999

Email: jbrown@pdd.com

*Figure 73 - Provider Contacts Screen*

### Enter a Provider Contact

To enter a new contact:

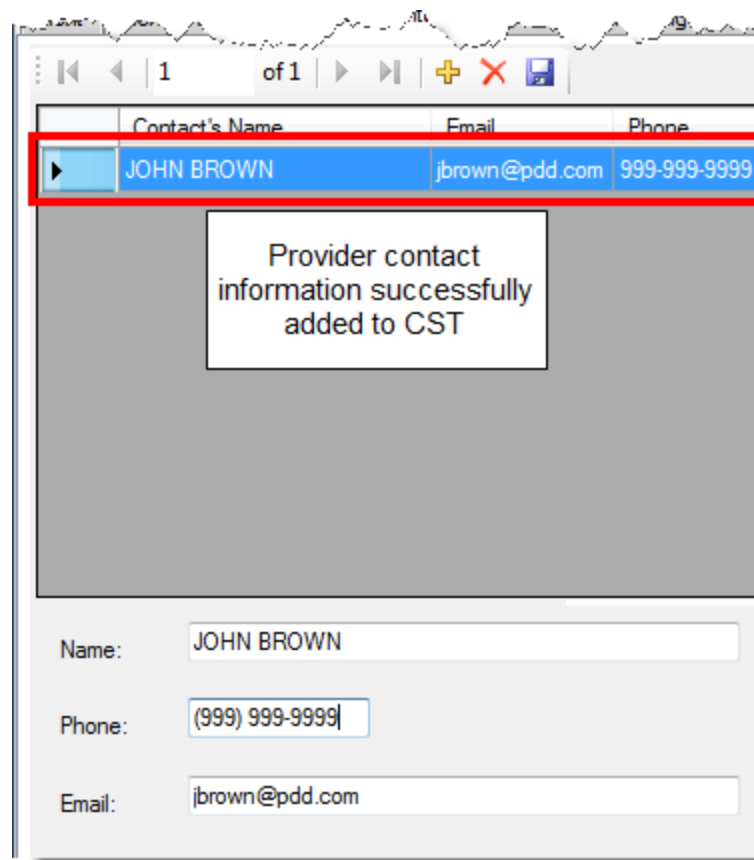
1. Click the plus sign.
2. Enter the Contact's name, phone number and e-mail address in the lower portion of the screen.
3. Click the Save icon.

The screenshot displays a web application interface for entering a provider contact. At the top, there is an 'Address' input field. Below it, a navigation bar includes tabs for 'Client', 'Clients Providers', 'Step 1', 'Providers', and 'Step 3'. A status bar below the tabs shows '1 of 1' and three icons: a plus sign (highlighted with a red box), a minus sign, and a save icon (also highlighted with a red box). The main content area is titled 'Contact's Name' and features a large blue header bar. At the bottom, a form section is outlined with a red border and labeled 'Step 2' with a callout box saying 'Enter contact information here'. This section contains three input fields: 'Name:' with the value 'JOHN BROWN', 'Phone:' with the value '(999) 999-9999', and 'Email:' with the value 'jbrown@pdd.com'.

*Figure 74 - Enter a Provider Contact*



When the contact information has been successfully saved, the contact's information will appear in the upper portion of the screen.



*Figure 75 - Provider Contact Successfully Added to CST*

## Provider Scheduling Tab

The Provider Scheduling tab allows the Coordinator to view information about the when and where the Survey will take place as well as any pertinent notes.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client Clients Providers Provider Contacts **Providers Scheduling** Providers Documents Providers Criminal History Providers History

3 of 3

Date of Contact	Date Scheduled	Scheduled Location	Notes	Date Modified
9/16/2009 9:37 AM	9/16/2009 11:30 AM	At Professional Assessment of Indiana	Scheduling with Professional Assessment of Indiana	9/16/2009 9:38 AM
9/30/2009 9:56 AM	10/7/2009 9:56 AM	Library at PAI		9/30/2009 9:57 AM
10/11/2009 9:52 ...	10/11/2009 9:00 AM	1597 East Street, Building A	Test notes for Professional Assessment of Indiana Inc.	10/11/2009 9:53 ...

Contact Name: DALLAS MULVANEY/C. COTTINGHAM Date of Contact: Sunday, October 11, 2009 Time Contacted: 9:52 AM

Contact Email: mkittrel@pdd.com Scheduled Date: Sunday, October 11, 2009 Time Scheduled: 9:00 AM

Contact Phone: 3172522620 Scheduled Location: 1597 East Street, Building A

Notes: Test notes for Professional Assessment of Indiana Inc.

Figure 76 - Providers Scheduling Tab

### Providers Documents Tab

CST allows you to upload documents on a network or on your computer to the CST system and to associate these documents with a specific provider.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Documents for: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Description	Name	Size	Date Upload
Criminal Background Check	Provider Test Document 3.doc	126977	10/11/2009 11:5...

Upload Document

File:  Browse... Upload

Description: Criminal Background Check View

Figure 77 - Providers Documents Tab

From the **Providers Documents** tab use the **Browse** button to browse a network or a location on your computer for a document you want to upload to CST.

Once you locate the document, click on the file name to display the file name in the **File** field.

Select a description from the drop-down menu that identifies what the uploaded document relates to. This can help you more easily locate a document once it's been uploaded.

Click the **Upload** button to upload the document.

To view a document that has been uploaded to CST, from the Providers Documents Tab click the document.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Client Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Documents for: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Description	Name	Size	Date Upload
Criminal Background Check	Provider Test Document 3.doc	126977	10/11/2009 11:5...

Upload Document

File: [Empty]

Description: Criminal Background Check

Use the drop-down menu to select a description to identify what the document relates to.

Use the Browse button to browse to a location on a network or your computer

Browse... Upload View

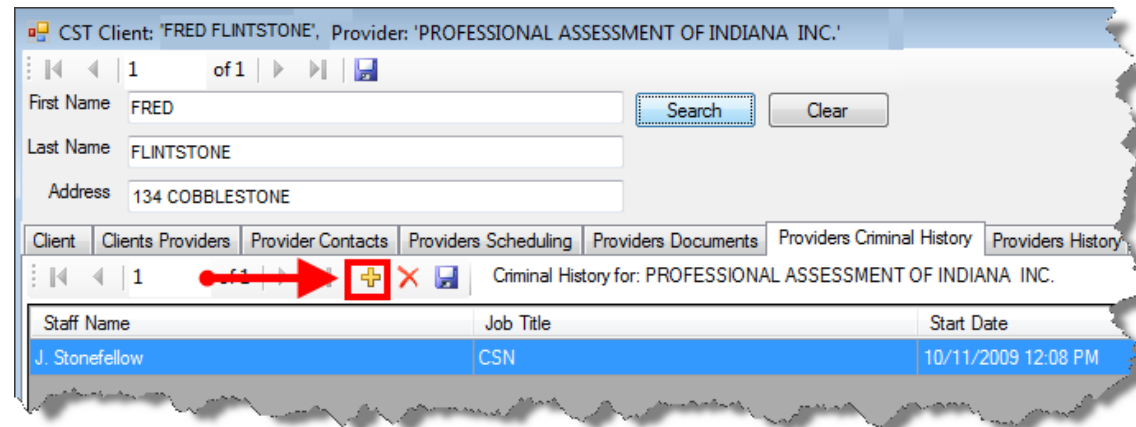
Figure 78 - Providers Documents Tab

### Providers Criminal History Tab

The Providers Criminal History tab allows you to enter criminal history information about Provider Staff members.

To add an entry on the **Providers Criminal History Tab**, do the following.

Click the yellow plus icon at the top of the page.

The screenshot shows a software interface for managing provider criminal history. At the top, a header bar displays 'CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.''. Below this, there are input fields for 'First Name' (FRED), 'Last Name' (FLINTSTONE), and 'Address' (134 COBBLESTONE), with 'Search' and 'Clear' buttons. A tabbed interface below shows several tabs: 'Client', 'Clients Providers', 'Provider Contacts', 'Providers Scheduling', 'Providers Documents', 'Providers Criminal History' (which is selected), and 'Providers History'. In the 'Providers Criminal History' tab, there is a toolbar with a yellow plus icon (highlighted by a red box and a red arrow), a red X icon, and a save icon. Below the toolbar is a table with the following data:

Staff Name	Job Title	Start Date
J. Stonefellow	CSN	10/11/2009 12:08 PM

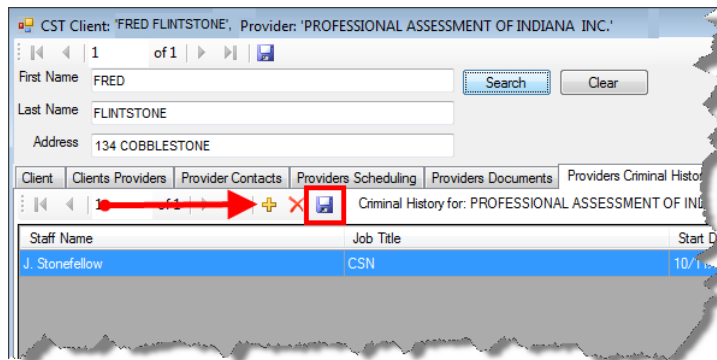
*Figure 79 - Provider Criminal History Add Icon*

Enter the relevant information about the Staff member in the lower portion of the Screen (*Figure 80*).

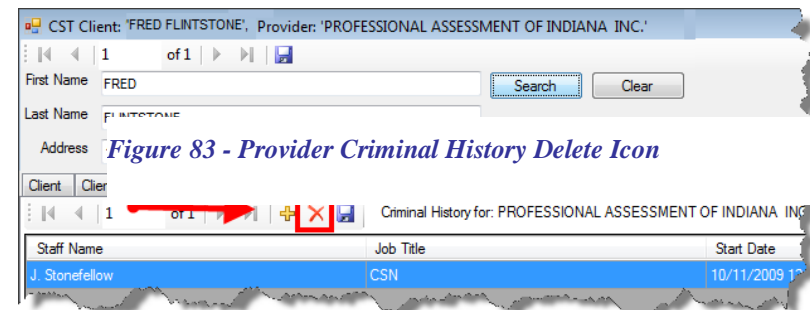
Then click the Save icon at the top of the screen (*Figure 81*)

To delete an entry, select it and click the delete icon (*Figure 82*.)

*Figure 80*



*Figure 81*



*Figure 82*

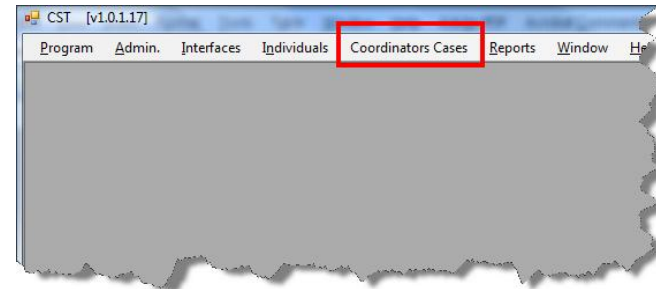
### Provider History Tab

The Provider History Tab is information that comes from **INsite**. The fields on this screen are not editable and the status of the fields is dependent upon **INsite**.

*Figure 84 - Providers History Tab*

## Coordinator Cases

A coordinator uses the **Coordinator Cases Menu** to open the **Coordinator screen**. The coordinator uses this screen to view the list of surveyors assigned to her.

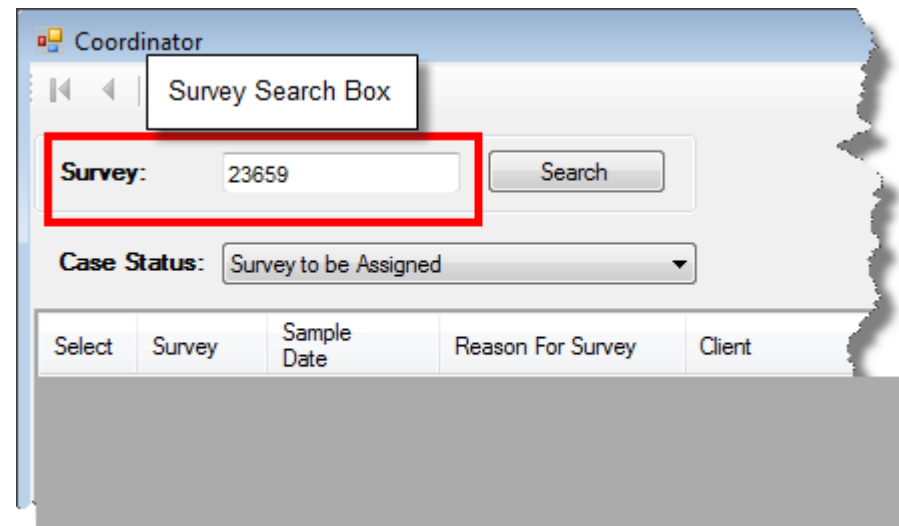


*Figure 85 - Coordinators Cases Menu Option*

When the **Coordinator Cases Screen** opens enter the survey number into the Survey search box and click the **View** button (*Figure 86*).

Alternatively, if you know the status of the survey, select the status from the Case Status drop-down menu.

This will display a list of all the surveys assigned to you with the status you selected. Then find the survey in the list.

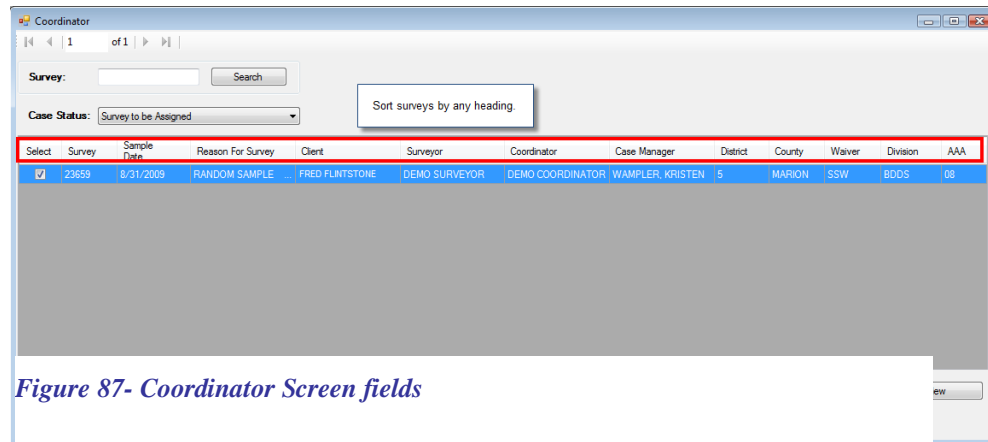


*Figure 86*



The fields on the **Coordinator** screen (*Figure 87*) are fully sort able so that you may sort the list by:

- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- Waiver
- Division
- AAA

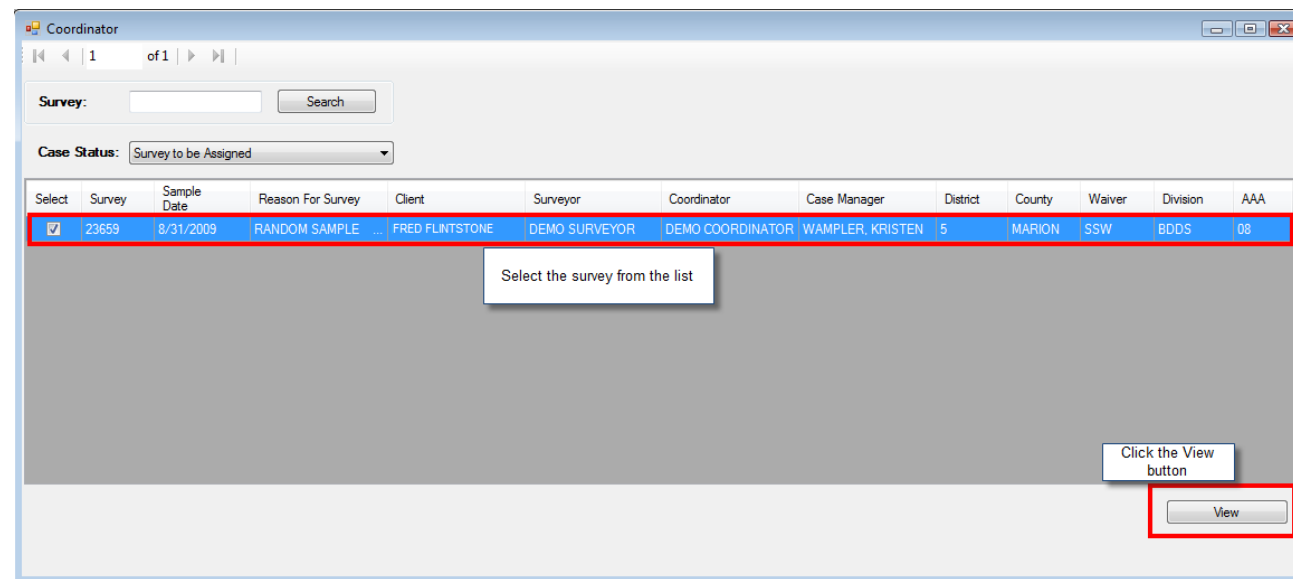


*Figure 87- Coordinator Screen fields*

### View a Survey

To view a survey, select the survey that you want to view by clicking the check box in the **Select** field next to the survey (*Figure 88*).

Then click the **View** button to open the Case Details Screen.



*Figure 88*

## Surveyor Tasks

The grid below links surveyor tasks to explanations of how to perform these tasks in the CST system.

### *Surveyor Tasks*

*Contacts & Schedules Visits to Providers*

*Performs Survey*

*Reviews Finding with Coordinator*

*Contacts Provider to Create CAP Corrective Action Plan*

*Reviews CAP*

*Schedules follow-up verification*

*Conducts follow-up verification*

*Enters results of follow-up verification into CST*

*Notifies Survey Coordinator that Surveyor review is complete*

## Surveyor Menus

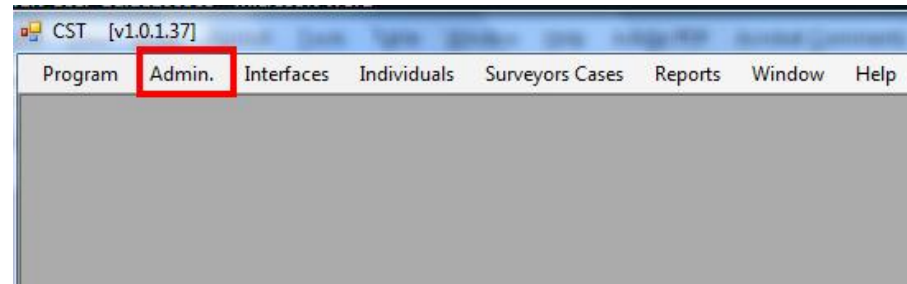
This section discusses the menu selections use by the Surveyor:

- Admin/Clients
- Surveyor Cases

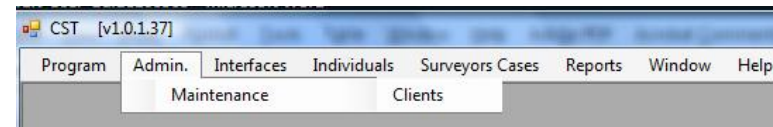
## Admin/Clients Menu

The **Admin. Menu** (*Figure 89*) is used to access the **CST Client/Provider Maintenance screen**. From this screen a Surveyor can maintain and update client, provider and case manager information.

To view the **Client/Provider Maintenance screen**, select **Maintenance**, then **Clients** from the **Admin.** drop-down menu (*Figure 90*) to open the **CST Client/Provider Maintenance screen** (*Figure 91*)



*Figure 89*



*Figure 90 - Admin/Client Drop-Down Menu*

When the **Client/Provider Maintenance** screen opens enter client search criteria into one of the search fields and click the Search button to the right of the search fields (*Figure 91*).

**Please Note:** The search will return a result with as little as a single alpha character entered into a search field.

*Figure 91 - Enter Search Criteria*

The first tab selection tab that displays is the **Client Tab**. The other tabs are related to the Client's providers. The tabs that are displayed are:

- Clients
- Client Providers
- Provider Contacts
- Provider Scheduling
- Provider Documents
- Provider Criminal History
- Providers History

*Figure 92 - Selection Tabs*

## The Client Tab

The **Client tab** displays contact and other information about the client.

The fields on the right side of the client screen are editable. As you acquire new information or updates to existing information, enter the information in this area of the screen.

At the bottom of the screen there are additional editable fields:

- Guardian Name
- Guardian E-mail
- QA Liaison Name
- QA Liaison E-mail
- Service Surveyor Name
- Service Surveyor E-mail
- BDDS Director Name
- BDDS Director E-mail
- BQIS Director Name
- BQIS Director E-Mail

The screenshot displays the CST Client Tab interface. At the top, there's a search bar with fields for First Name (FRED), Last Name (FLINTSTONE), and Address (134 COBBLESTONE). Below this is a table with columns: First, M.I., Last, State, City, County, Address, ClientSSN, and Division. The table contains one record for FRED D FLINTSTONE in IN, BEDROCK, MARION, with address 134 COBBLESTONE, SSN 999-99-9999, and Division BDDS. Below the table are two main sections: 'From Insite' and 'CST'. The 'From Insite' section contains fields for First, M.I., Last, Address, City, St, Zip, County, Phone, Dob, Marital Status, SSN, House hold, Race, Liv Arg, District, Sex, Service Start/End, and Case Manager. The 'CST' section, highlighted with a red box, contains fields for First, M.I., Last, Address, City, St, Zip, County, Phone, Guardian Name/Email, Case Manager Name/Phone, BDDS Dir Name/Email/SC Name/Email, and BQIS Dir Name/Email/QAL Name/Email. A 'Refresh From Insite' button is at the bottom right.

*Figure 93 - The Client Tab*

## Client Providers Tab

The **Client Providers Tab** lists the providers for the selected client.

The information in the lower portion of the screen relates to the provider selected in the provider list in the upper portion of the screen.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED  
Last Name: FLINTSTONE  
Address: 134 COBBLESTONE

Client Providers | Provider Contacts | Providers Scheduling | Providers Documents | Providers Criminal History | Providers History

Vendor ID	Fid	Name	Address	City	Contact	Phone	Email	Send Report To Name	Send Report To Email	P
913	35-1537072	PROFESSIONAL A...	2506 WILLOWB...	Indianapolis	DALLAS MULVA...	3172522620	mkittrel@pdd.com	J. Smith	mkittrel@pdd.com	0
475	35-1299026	PUTNAM COUNT...	630 TENNESSE...	Greencastle	CHARLES SCHR...	7656539763	mkittrel@pdd.com	J. Brown	mkittrel@pdd.com	0

From Instate

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: \_\_\_\_\_  
Phone: (317) 252-2620

Federal ID: 35-1537072 Vendor ID: 913  
Medicaid ID: \_\_\_\_\_ Case Mgr ID: \_\_\_\_\_

CST

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.  
Address: 2506 WILLOWBROOK PARKWAY, SUITE 200  
City: Indianapolis  
Zip: 46205-\_\_\_\_  
Contact: DALLAS MULVANEY/C. COTTINGHAM  
Email: mkittrel@pdd.com  
Phone: (317) 252-2620

Send Reports To

Contact: J. Smith  
Email: mkittrel@pdd.com

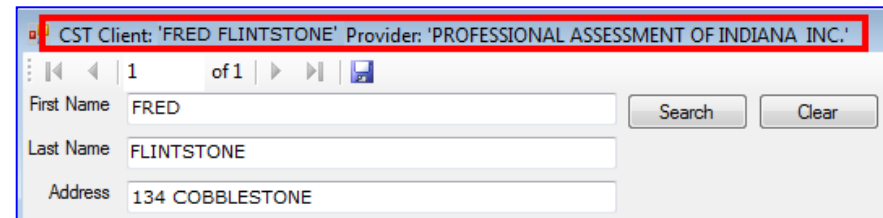
Figure 94 - Client Providers Tab

In the example at the right, the information on the subsequent tabs...

6. Provider Contacts
7. Providers Scheduling
8. Providers Documents
9. Providers Criminal History
10. Providers History

...relates to Professional Assessment of Indiana, Inc.

**Please Note:** The Provider's name appears at the top of the screen so that you will always be able to see which provider's information you are viewing (*Figure 95*).



The screenshot shows a web application interface. At the top, a red-bordered box contains the text: "CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'". Below this, there is a navigation bar with "1 of 1" and a "Print" icon. The main form has three input fields: "First Name" with the value "FRED", "Last Name" with the value "FLINTSTONE", and "Address" with the value "134 COBBLESTONE". To the right of these fields are "Search" and "Clear" buttons.

*Figure 95 - Provider's Name Appears at Top of Screen*



As with the Client Tab, the left portion of the screen reflects information about the Provider from **INsite**. The information in this area of the **Client Providers Tab** cannot be edited and its fields are grayed out.

The information on the right side of the screen can be edited so that missing Provider information can be added or old information can be updated.

CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED  
Last Name: FLINTSTONE  
Address: 134 COBBLESTONE

Client: Clients Providers | Provider Contacts | Providers Scheduling | Providers Documents | Providers Criminal History | Providers History

Vendor ID	Fid	Name	Address	City	Contact	Phone	Email	Send Report To Name	Send Report To Email	Pd
913	35-1537072	PROFESSIONAL A...	2506 WILLOWB...	Indianapolis	DALLAS MULVA...	3172522620	mkittrel@pdd.com	J. Smith	mkittrel@pdd.com	0
475	35-1299026	PUTNAM COUNT...	630 TENNESSE...	Greencastle	CHARLES SCHR...	7656539763	mkittrel@pdd.com	J. Brown	mkittrel@pdd.com	0

Information from Insite about the provider selected above. This information cannot be edited in CST

From Insite

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Address: 2506 WILLOWBROOK PARKWAY, SUITE 200

City: Indianapolis

Zip: 46205-

Contact: DALLAS MULVANEY/C. COTTINGHAM

Email:

Phone: (317) 252-2620

Federal ID: 35-1537072 Vendor ID: 913

Medicaid ID: Case Mgr ID:

Editable information about the provider selected above.

CST

Name: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Address: 2506 WILLOWBROOK PARKWAY, SUITE 200

City: Indianapolis

Zip: 46205-\_\_\_\_

Contact: DALLAS MULVANEY/C. COTTINGHAM

Email: mkittrel@pdd.com

Phone: (317) 252-2620

Send Reports To

Contact: J. Smith

Email: mkittrel@pdd.com

Figure 96 - Clients Providers Tabs

## Provider Contacts

Use the Provider Contact screen  
(*Figure 97*) to add provider contact  
information.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

1 of 1

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Contact's Name	Email	Phone
JOHN BROWN	jbrown@pdd.com	999-999-9999

Name: JOHN BROWN Phone: (999) 999-9999 Email: jbrown@pdd.com

*Figure 97 - Provider Contacts Screen*

### Enter a Provider Contact

To enter a new contact:

4. Click the plus sign.
5. Enter the Contact's name, phone number and e-mail address in the lower portion of the screen.
6. Click the Save icon.

Address

Client Clients Providers Step 1 cts Provider Step 3 Providers Do

1 of 1

Contact's Name

Step 2

Enter contact information here

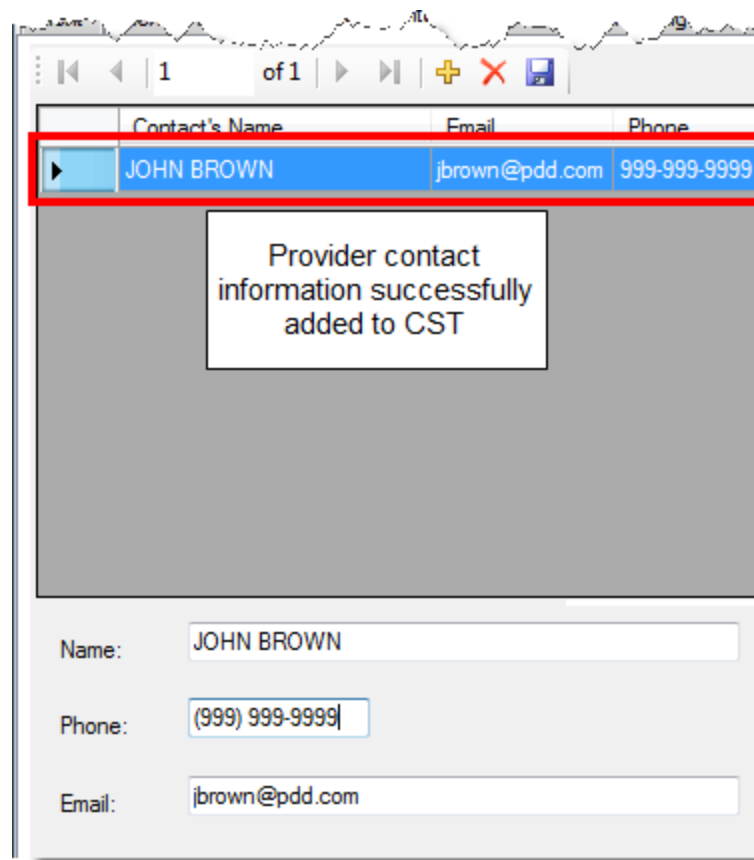
Name: JOHN BROWN

Phone: (999) 999-9999

Email: jbrown@pdd.com

*Figure 98 - Enter a Provider Contact*

When the contact information has been successfully saved, the contact's information will appear in the upper portion of the screen.



*Figure 99 - Provider Contact Successfully Added to CST*

## Provider Scheduling Tab

The Provider Scheduling tab allows the Surveyor to view information about the when and where the Survey will take place as well as any pertinent notes.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Search Clear

Client Clients Providers Provider Contacts **Providers Scheduling** Providers Documents Providers Criminal History Providers History

3 of 3

Date of Contact	Date Scheduled	Scheduled Location	Notes	Date Modified
9/16/2009 9:37 AM	9/16/2009 11:30 AM	At Professional Assessment of Indiana	Scheduling with Professional Assessment of Indiana	9/16/2009 9:38 AM
9/30/2009 9:56 AM	10/7/2009 9:56 AM	Library at PAI		9/30/2009 9:57 AM
10/11/2009 9:52 ...	10/11/2009 9:00 AM	1597 East Street, Building A	Test notes for Professional Assessment of Indiana Inc.	10/11/2009 9:53 ...

Contact Name: DALLAS MULVANEY/C. COTTINGHAM Date of Contact: Sunday, October 11, 2009 Time Contacted: 9:52 AM

Contact Email: mkittrel@pdd.com Scheduled Date: Sunday, October 11, 2009 Time Scheduled: 9:00 AM

Contact Phone: 3172522620 Scheduled Location: 1597 East Street, Building A

Notes: Test notes for Professional Assessment of Indiana Inc.

Figure 100 - Providers Scheduling Tab

### Providers Documents Tab

CST allows you to upload documents on a network or on your computer to the CST system and to associate these documents with a specific provider.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

1 of 1

First Name: FRED Search Clear

Last Name: FLINTSTONE

Address: 134 COBBLESTONE

Client Clients Providers Provider Contacts Providers Scheduling Providers Documents Providers Criminal History Providers History

Documents for: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Description	Name	Size	Date Upload
Criminal Background Check	Provider Test Document 3.doc	126977	10/11/2009 11:5...

Upload Document

File:  Browse... Upload

Description: Criminal Background Check View

*Figure 101 - Providers Documents Tab*

From the **Providers Documents** tab use the **Browse** button to browse a network or a location on your computer for a document you want to upload to CST.

Once you locate the document, click on the file name to display the file name in the **File** field.

Select a description from the drop-down menu that identifies what the uploaded document relates to. This can help you more easily locate a document once it's been uploaded.

Click the **Upload** button to upload the document.

To view a document that has been uploaded to CST, from the Providers Documents Tab click the document.

CST Client: 'FRED FLINTSTONE' Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED Last Name: FLINTSTONE Address: 134 COBBLESTONE

Client Clients Providers Provider Contacts Providers Scheduling **Providers Documents** Providers Criminal History Providers History

Documents for: PROFESSIONAL ASSESSMENT OF INDIANA INC.

Description	Name	Size	Date Upload
Criminal Background Check	Provider Test Document 3.doc	126977	10/11/2009 11:5...

Upload Document

File: Description: Criminal Background Check

Use the drop-down menu to select a description to identify what the document relates to.

Use the Browse button to browse to a location on a network or your computer

Browse... Upload View

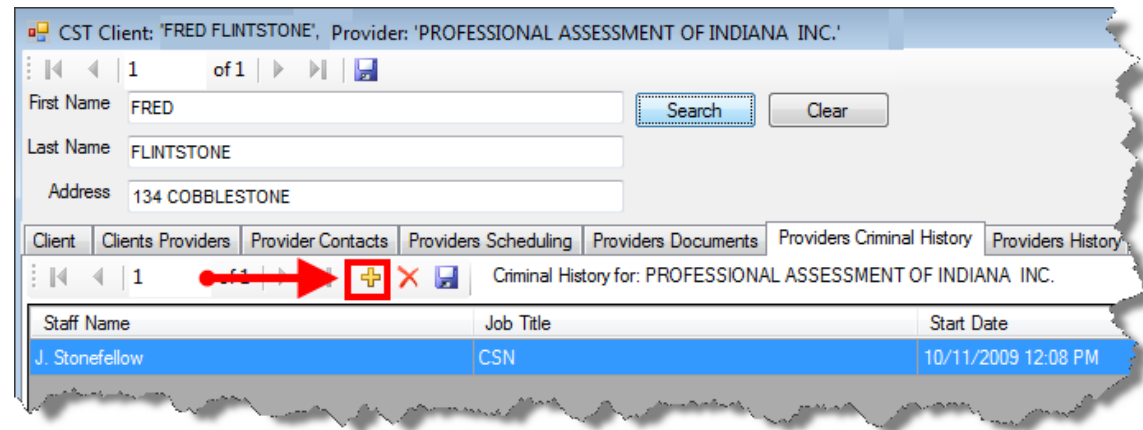
*Figure 102 - Providers Documents Tab*

### Providers Criminal History Tab

The Providers Criminal History tab allows you to enter criminal history information about Provider Staff members.

To add an entry on the **Providers Criminal History Tab**, do the following.

Click the yellow plus icon at the top of the page.

The screenshot shows a software interface for managing provider information. At the top, a header bar displays 'CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.''. Below this, there are input fields for 'First Name' (FRED), 'Last Name' (FLINTSTONE), and 'Address' (134 COBBLESTONE), with 'Search' and 'Clear' buttons. A tabbed interface below shows several tabs: 'Client', 'Clients Providers', 'Provider Contacts', 'Providers Scheduling', 'Providers Documents', 'Providers Criminal History' (which is selected), and 'Providers History'. In the 'Providers Criminal History' tab, there is a toolbar with a yellow plus icon (highlighted by a red box and a red arrow), a red X icon, and a save icon. Below the toolbar is a table with the following data:

Staff Name	Job Title	Start Date
J. Stonefellow	CSN	10/11/2009 12:08 PM

*Figure 103 - Provider Criminal History Add Icon*

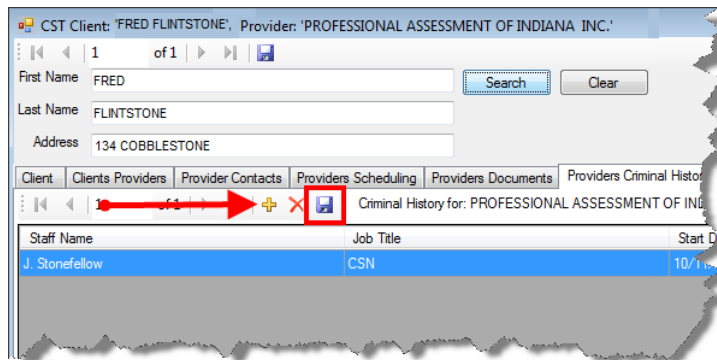


Enter the relevant information about the Staff member in the lower portion of the Screen (*Figure 104*).

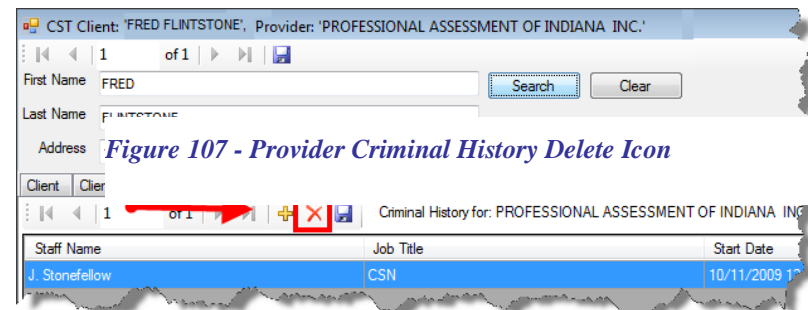
Then click the Save icon at the top of the screen (*Figure 105*)

To delete an entry, select it and click the delete icon (*Figure 106*.)

*Figure 104*



*Figure 106*



*Figure 105*

### Provider History Tab

The Provider History Tab is information that comes from **INsite**. The fields on this screen are not editable and the status of the fields is dependent upon **INsite**.

CST Client: 'FRED FLINTSTONE', Provider: 'PROFESSIONAL ASSESSMENT OF INDIANA INC.'

First Name: FRED  
Last Name: FLINTSTONE  
Address: 134 COBBLESTONE

Search Clear

Client Clients Providers **Provider Contacts** Providers Scheduling Providers Documents Providers Criminal History Providers History

0 of 0

Date Change	Vendor ID	Fid	Name	Address	City	Contact	Phone	Email	Send Report To Name	Status
-------------	-----------	-----	------	---------	------	---------	-------	-------	---------------------	--------

From Insite

Name:   
Address:   
City:   
Zip:   
Contact:   
Email:   
Phone: ( ) -   
Federal ID:  Vendor ID:   
Medicaid ID:  Case Mgr ID:

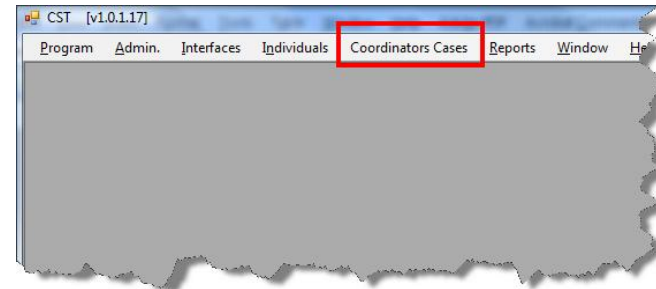
CST

Name:   
Address:   
City:   
Zip:   
Contact:   
Email:   
Phone: ( ) -   
Send Reports To  
Contact:   
Email:

Figure 108 - Providers History Tab

## Surveyor Cases

A Surveyor uses the **Surveyor Cases Menu** to open the **Surveyor screen**. The Surveyor uses this screen to view the list of surveyors assigned to her.

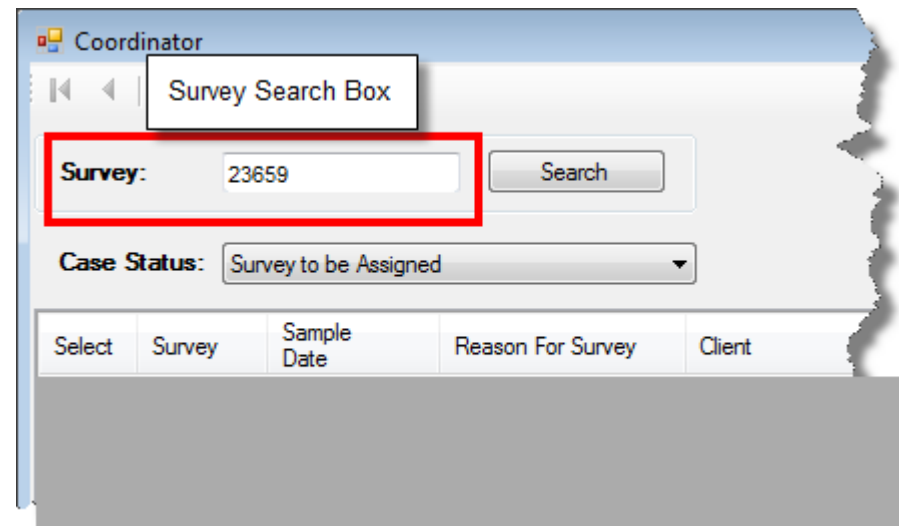


*Figure 109 - Coordinators Cases Menu Option*

When the **Surveyor Cases Screen** opens enter the survey number into the Survey search box and click the **View** button (*Figure 110*).

Alternatively, if you know the status of the survey, select the status from the Case Status drop-down menu.

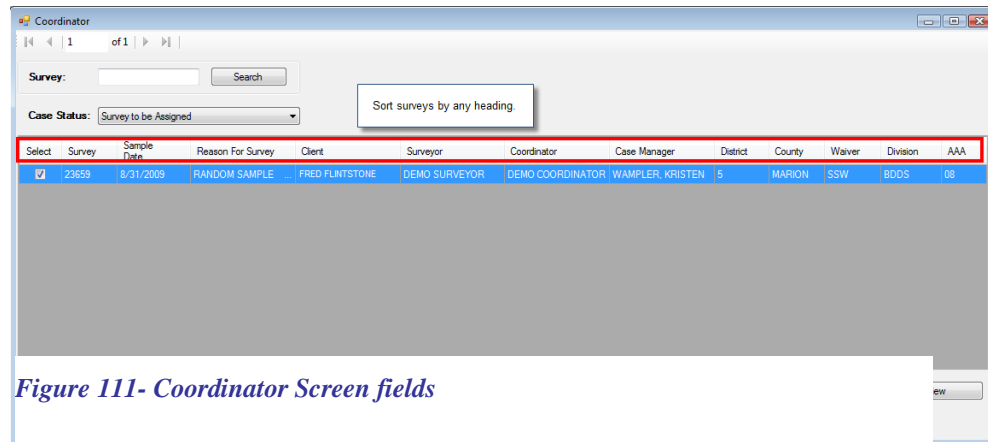
This will display a list of all the surveys assigned to you with the status you selected. Then find the survey in the list.



*Figure 110*

The fields on the **Surveyor** screen (Figure 15) are fully sort able so that you may sort the list by:

- Sample Date
- Reason for Survey
- Client
- Surveyor
- Coordinator
- Case Manager
- District
- Waiver
- Division
- AAA

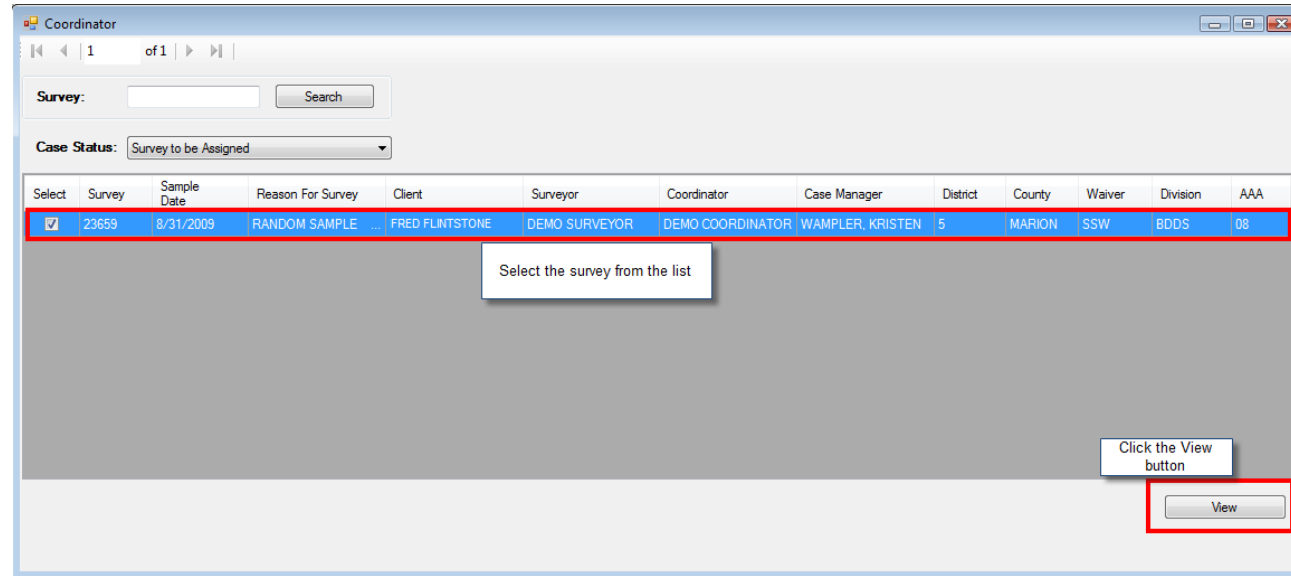


*Figure 111- Coordinator Screen fields*

### View a Survey

To view a survey, select the survey that you want to view by clicking the check box in the **Select** field next to the survey (*Figure 112*).

Then click the **View** button to open the Case Details Screen.



*Figure 112*

## Case Details Survey Tab

The **Case Details Survey tab** lists all the surveys assigned to the case. Fields listed on the Survey tab include:

- Survey View Button
- Survey Number
- Survey Name
- Waiver
- District
- AAA
- Division
- County
- Date Inserted

Case Details - BAKER, JUSTIN D

Case	Survey	Notes	Comments	Scheduling	Documents	Criminal History	Maintenance		
		Survey	Survey Name	Waiver	District	AAA	Division	County	Date Inserted
	<a href="#">View</a>	19708	BQIS Person Centered Compliance Tool (DDRS CST)	SSW	3	03	BDDS	ALLEN	7/24/2009 5:54 PM
	<a href="#">View</a>	19708	Adult Personal Outcome Measure (TEST DATA ONLY)	SSW	3	03	BDDS	ALLEN	7/24/2009 5:54 PM

Create Supplement

*Figure 113 – Case Details – Survey Tab*

The **Case Details Survey tab** lists all the surveys assigned to the case.

## View the Survey

Clicking the **View button** to the left of a survey opens the **Survey Answers Form window** (*Figure 97*).

From the **Survey Answers Form window** the surveyor enters findings.

## Survey Answers Form Window

At the top of the screen the following is displayed:

- Survey – the name of the Survey
- Case - Description
- Client – Client Name
- Surveyor – Surveyor Name
- Level #
- Focus (e.g., Participant Center Service Planning

**Survey:** BQIS Person Centered Compliance Tool (DDRS CST) **CASE:** \*Description\*

**Client:** JUSTIN BAKER

**Surveyor:** Anita Adams

**Level:** I

**Focus:** Participant Center Service Planning **Version:** \*number\*

I.A.: Assessment

**Compliance Indicator**

I.A.1: The individual's support team gathers information about the individual's preferences, personal goals, needs and abilities to develop the individual's support plan.

☐ Met

☐ Achieving

☐ Not Met

**View Regulation** 6-19-1

Spending Time With People | Conversations With People | Review of Documents | Notes

1) Observe if any behavior issues are present during the visit. 2) Observe if any medical conditions that might require treatments exist. 3) Observe any formal, structured training programs that are implemented during the visit. 4) Observe for any informal teaching opportunities that are provided.

**Provider** EASTER SEALS ARC OF NORTHEAST IND **Services** Community Habilitation-Indiv

**Findings** **Corrective Action Plans**

**Probes**

1) Does the support team, including the case manager, know about:

☐ Yes

☐ No

**Main Menu** **Previous Indicator** **Next Indicator**

*Figure 114 - Survey Answers Form*

**Survey Compliance Indicators**

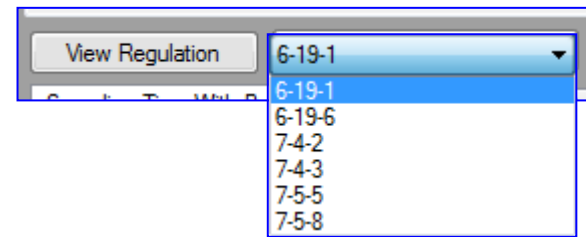
The next area of the screen is the survey indicators. Compliance Indicator gives a description of the indicator and three indicators from which the Surveyor can select:

- Met
- Achieving
- Not met



**View Regulation Button**

To view a regulation, select a regulation from the drop-down menu to the right of the View Regulation button (*Figure 115*).



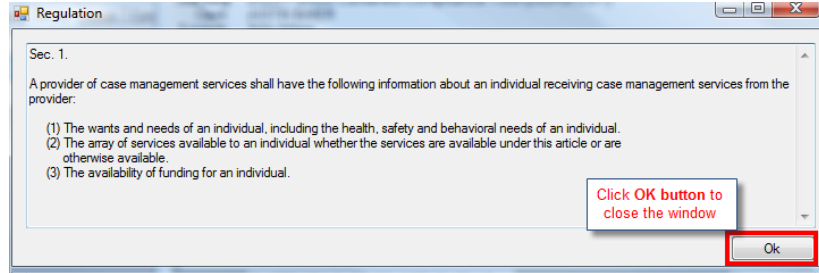
*Figure 115 - View Regulation button*

Once you've selected the regulation you want to review, click the View Regulation button.

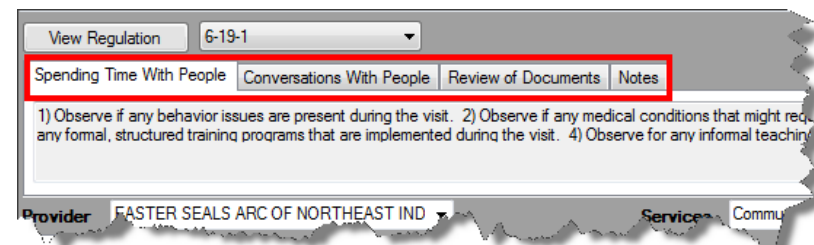
The Regulation window will open displaying the text of the regulation (*Figure 116*). When you've finished viewing the regulation, click the OK button in the lower right corner of the window.

Below the View Regulation button are four tabs that give the surveyor guidance when conducting the survey.

<i>Tab</i>	<i>Guidance</i>
<i>Spending Time with People</i>	<i>What to observe during the visit</i>
<i>conversations with People</i>	<i>What to ask various people associated with the client's care</i>
<i>Review of Documents</i>	<i>What documents to review</i>
<i>Notes</i>	<i>A place to record observations and other notes relevant to the Compliance Indicator</i>



*Figure 116*



*Figure 117 - Guidance Tabs*

Below the four Guidance Tabs is the Provider portion of the screen. Here the Provider is selected from a drop-down menu. The service that the provider provides is selected from the Services drop-down menu.

Findings for the selected provider are recorded under the **Findings** tab. When the Provider submits a **Corrective Action Plan** online, the plan is automatically added to the **Corrective Action Plans** tab.

### Probes

The Probes portion of the Survey Answers Form provides additional question assistance for the Surveyor.

At the bottom of the screen, the Surveyor has the option of advancing to the next indicator or returning to the previous indicator by clicking on the appropriate button (Figure 20).

This screenshot shows the top section of the survey form. It includes a 'Provider' dropdown menu with 'EASTER SEALS ARC OF NORTHEAST IND' selected, and a 'Services' dropdown menu with 'Community Habilitation-Indiv' selected. Below these are two tabs: 'Findings' and 'Corrective Action Plans'. A large text area for input is visible below the tabs. At the bottom of this section is a 'Probes' label.

*Figure 118 - Provider Portion of the Survey Answers Form*

This screenshot shows a 'Probes' section with a question: '1) Does the support team, including the case manager, know about:'. To the right of the question are two radio buttons labeled 'Yes' and 'No'.

*Figure 119 - Probes portion of the Survey Answers Form*

This screenshot shows the 'Probes' section with a question area and 'Yes'/'No' radio buttons. At the bottom, there are two buttons: 'Previous Indicator' and 'Next Indicator', which are highlighted with a red rectangular border.

*Figure 120*

### Case Details Notes Tab

The **Case Details Notes tab** allows a surveyor to add notes.

The screenshot shows a web application window titled "Case Details - BAKER, JUSTIN D". It features a tabbed interface with tabs for Case, Survey, Notes, Comments, Scheduling, Documents, Criminal History, and Maintenance. The "Notes" tab is active. Below the tabs is a navigation bar showing "1 of 2" records with navigation icons. A table displays the notes:

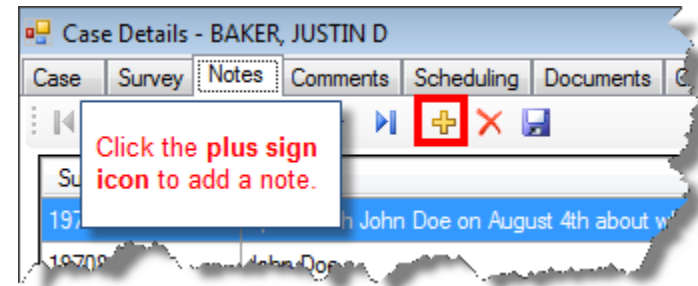
Survey ID	Notes	Date Inserted	Date Modified
19708	Spoke with John Doe on August 4th about where to park at the facility.	8/5/2009 11:04 ...	8/5/2009 11:04 ...
19708	John Doe	8/5/2009 11:33 ...	

Below the table is a large gray area for adding new notes. At the bottom, there is a "Notes:" label, a "Telephone Call:" checkbox (checked), and a text input field containing the text "Spoke with John Doe on August 4th about where to park at the facility."

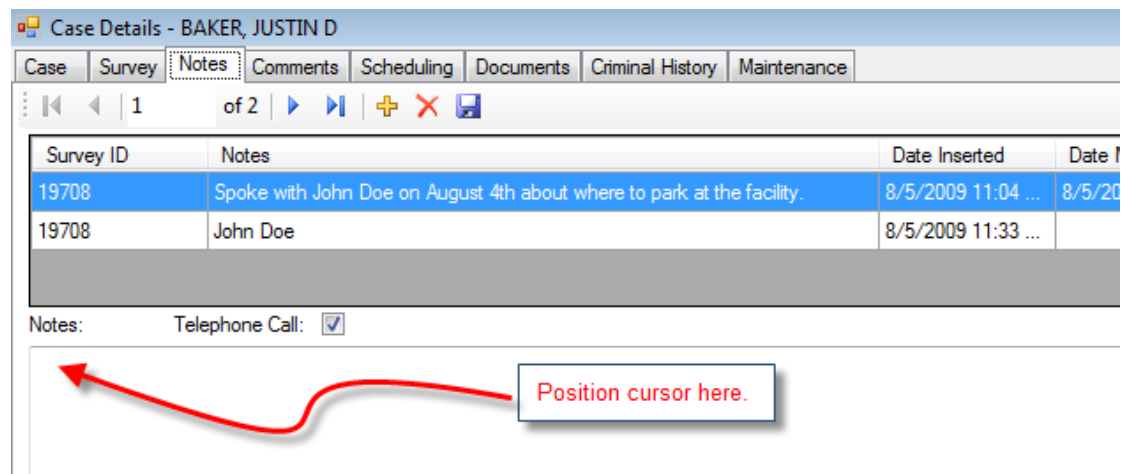
*Figure 121 - Case Details Notes Tab*

**To Add a note:**

1. Click the plus icon just below the Notes tab  
(*Figure 122*).

*Figure 122*

2. Position the cursor in the note editing window and enter the notes you wish to record. (*Figure 123*)

*Figure 123*

3. When you've finished entering the notes, click the **Save icon** just below the **Notes tab**.

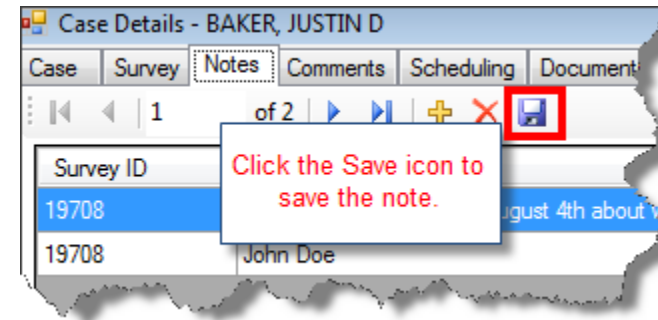


Figure 124

4. Your note will appear in the upper portion of the screen with your note's title, the date and time the note was added.

Case Details - BAKER, JUSTIN D

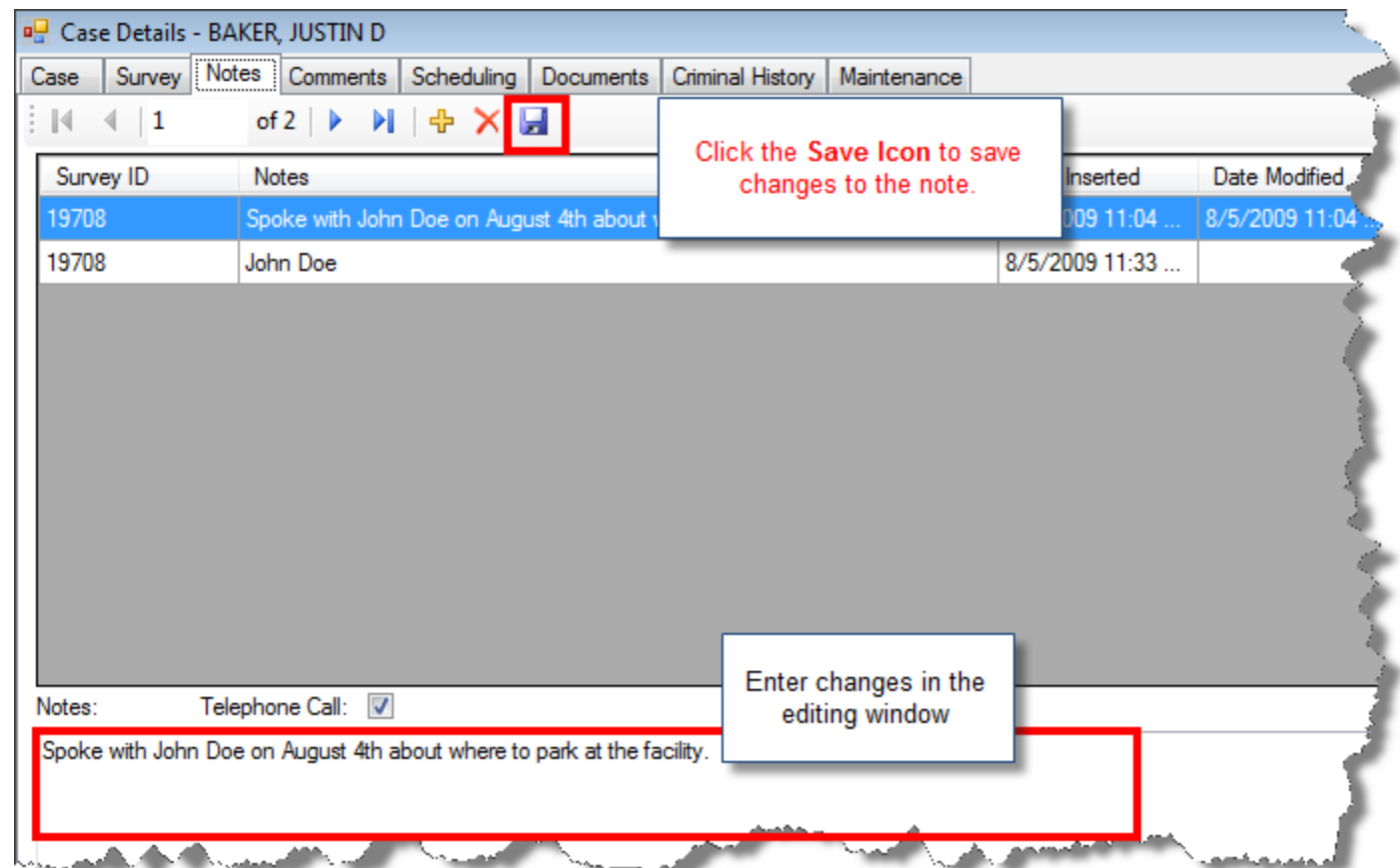
Survey ID	Notes	Date Inserted	Date Modified
19708	Spoke with John Doe on August 4th about where to park at the facility.	8/5/2009 11:04 ...	8/5/2009 11:04 ...
19708	John Doe	8/5/2009 11:33 ...	

(Figure 125)

Figure 125

**Modify a Note:**

1. Click on the note. The content of your note will appear in the note editing window.
2. Enter changes in the **Notes editing window**.
3. Click the **Save icon** to save the modification to your original note.
4. Your modified note will appear in the upper portion of the screen with the note's title, the date and time the note was originally added and the time and date the note was last modified.

*Figure 126*

**Case Details Comments Tab**

The **Case Details Comments tab** allows you to add comments.

The screenshot shows a web application window titled "Case Details - BAKER, JUSTIN D". It features a tabbed interface with the following tabs: Case, Survey, Notes, Comments (selected), Scheduling, Documents, Criminal History, and Maintenance. Below the tabs is a navigation bar showing "1 of 2" with navigation icons. The main content area displays a table of surveyor comments:

	Surveyor Comments	Date Inserted	Date Modified
▶	This is a new note. I am modifyting this note.	8/5/2009 12:08 ...	8/5/2009 12:08 ...
	This is another note.	8/5/2009 12:09 ...	8/5/2009 12:09 ...

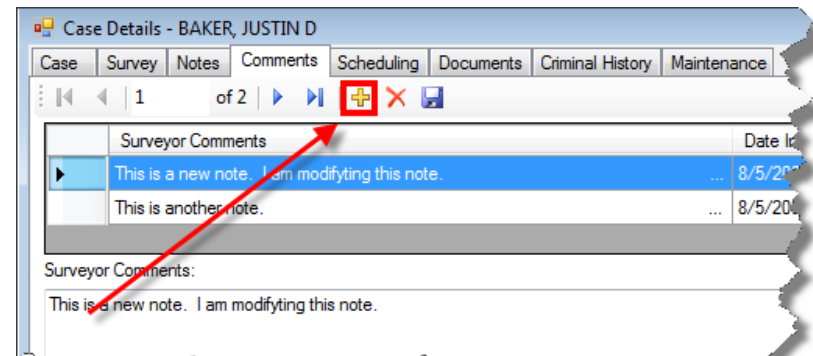
Below the table is a section labeled "Surveyor Comments:" with a text input field containing the text "This is a new note. I am modifyting this note."

*Figure 127 – Case Details Comments Tab*



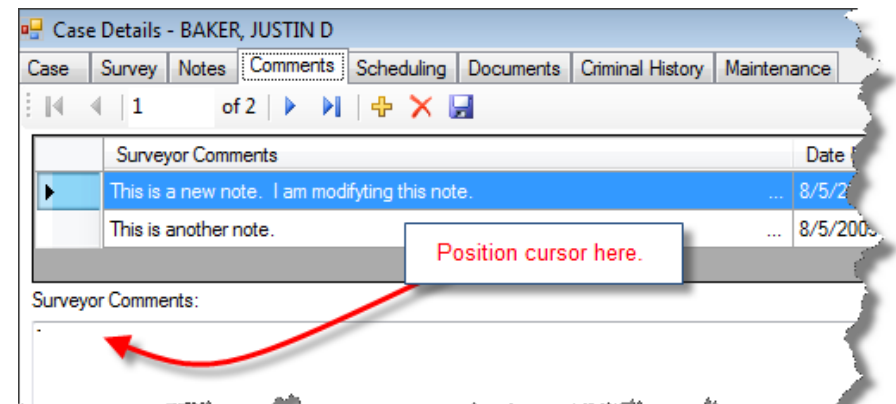
**To Add a comment**

1. Click the **plus icon** just below the **Comment tab**.  
(*Figure 129*).



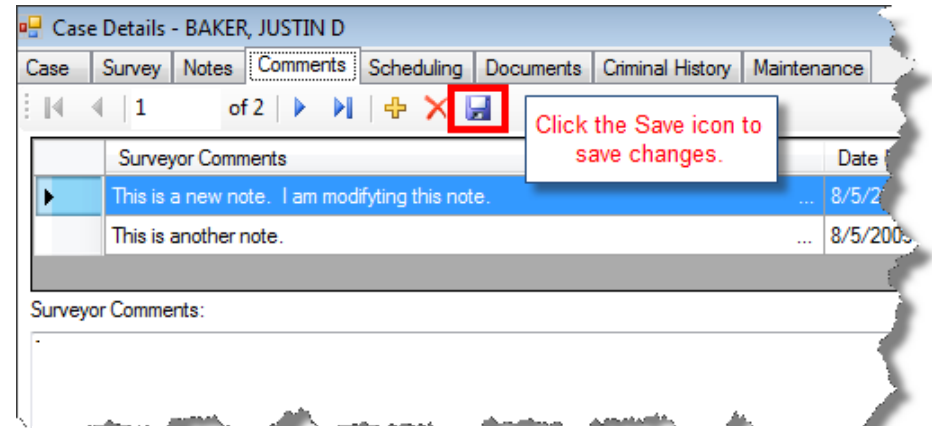
*Figure 129 - Click the plus icon to add a comment*

2. Position the cursor in the **Comment editing window** and enter the comment you wish to record. (*Figure 128*)



*Figure 128*

3. When you've completed enter the comment, click the **Save icon** just below the **Comment tab**. (*Figure 130*).
4. Your note will appear in the upper portion of the screen with your note's title, the date and time the note was added.



*Figure 130*

### To Modify a Comment

1. Click on the comment you want to modify. The content of your comment will appear in the comment editing window.

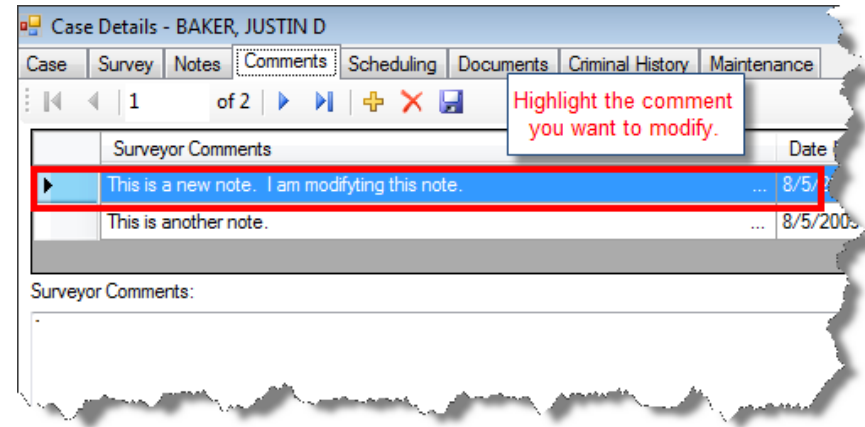


Figure 131

2. Enter changes in the **Comments editing window**.
3. Click the **Save icon** to save the modification to your original comment.
4. Your modified comment will appear in the upper portion of the screen with the comment's title, the date and time the comment was originally added and the time and date the comment was last modified.

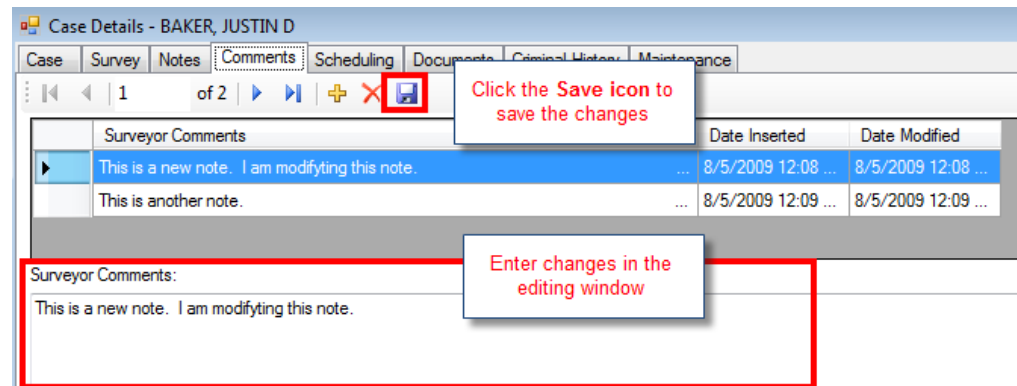


Figure 132

## Case Details Scheduling Tab

The **Case Details Scheduling tab** is where the surveyor schedules the survey.

The screenshot shows a software window titled "Case Details - BAKER, JUSTIN D". It features a tabbed interface with the following tabs: Case, Survey, Notes, Comments, Scheduling (selected), Documents, Criminal History, and Maintenance. Below the tabs, there is a "Provider" dropdown menu set to "EASTER SEALS ARC OF NORTHEAST INDIANA I". To the right of the provider name is a pagination control showing "0 of 0" with navigation arrows and icons for adding, deleting, and saving. The main area of the window is a large table with the following headers: "Date Scheduled", "Date of Contact", "Date Modified", "Notes", and "Scheduled Location". The table body is currently empty. Below the table, there are several input fields: "Contact Name" (SUE CHRISTMAN), "Contact Email" (mkittrel@pdd.com), "Contact Phone" (2604564534), "Date of Contact" (Wednesday, August 05, 2009), "Scheduled Date" (Wednesday, August 05, 2009), and "Scheduled Location" (empty). A "Notes" section with a text area is located at the bottom left.

Date Scheduled	Date of Contact	Date Modified	Notes	Scheduled Location
----------------	-----------------	---------------	-------	--------------------

Contact Name: SUE CHRISTMAN  
Contact Email: mkittrel@pdd.com  
Contact Phone: 2604564534  
Date of Contact: Wednesday, August 05, 2009  
Scheduled Date: Wednesday, August 05, 2009  
Scheduled Location:   
Notes:

*Figure 133 - The Case Details Scheduling Tab*

To Schedule a survey:

1. Select the Provider from the **Provider Drop-down Menu** just below the Scheduling tab. (*Figure 134*)

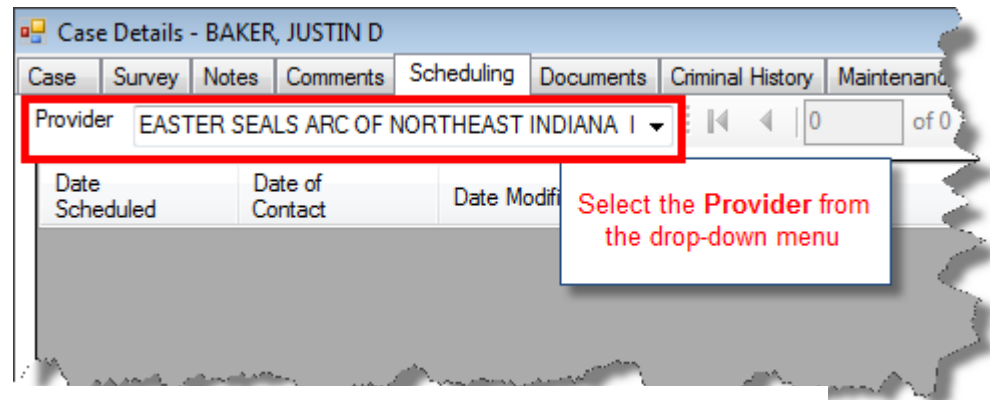


Figure 134

2. Enter the **Date of Contact**. Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date. (*Figure 135*).

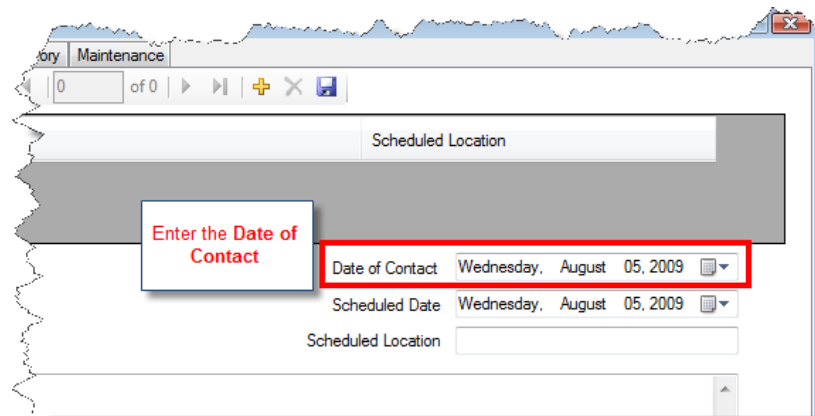
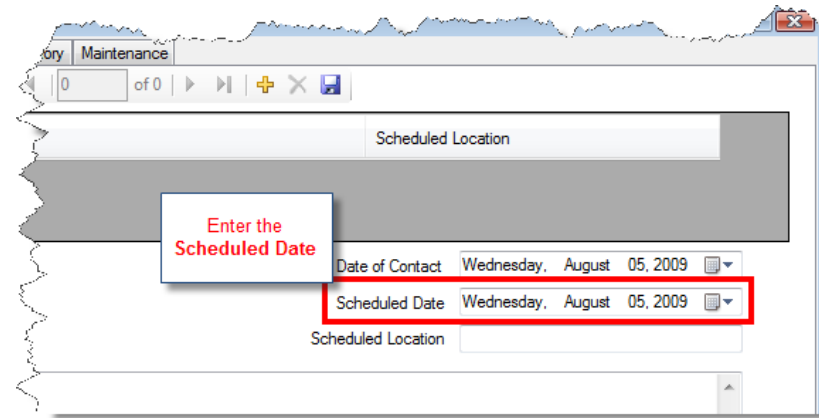


Figure 135

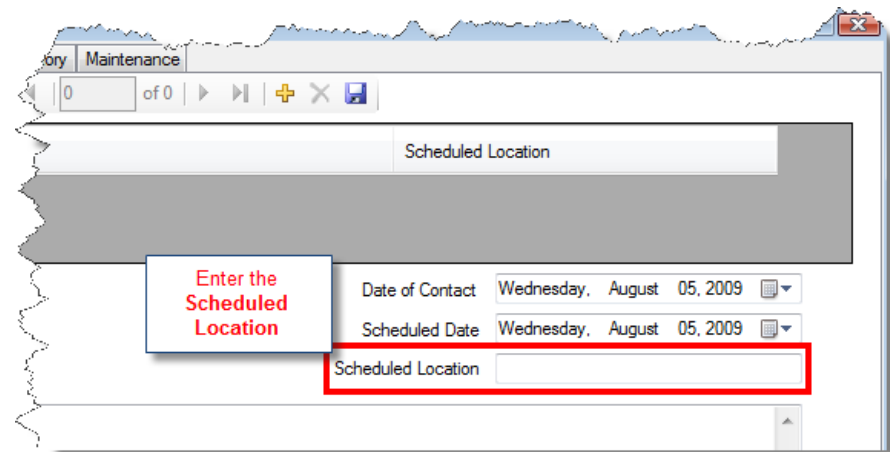
3. Enter the **Scheduled Date**. Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date. (*Figure 136*)



The screenshot shows a web application window titled 'Maintenance'. At the top, there is a tab labeled 'Maintenance' and a status bar showing '0 of 0' with navigation icons. Below this is a large grey rectangular area labeled 'Scheduled Location'. Underneath this area are three fields: 'Date of Contact' with the value 'Wednesday, August 05, 2009' and a calendar icon, 'Scheduled Date' with the value 'Wednesday, August 05, 2009' and a calendar icon, and another 'Scheduled Location' field. A red rectangular box highlights the 'Scheduled Date' field and its calendar icon. A white callout box with a red border and the text 'Enter the Scheduled Date' points to the 'Scheduled Date' field.

*Figure 136 – Enter the Scheduled Date*

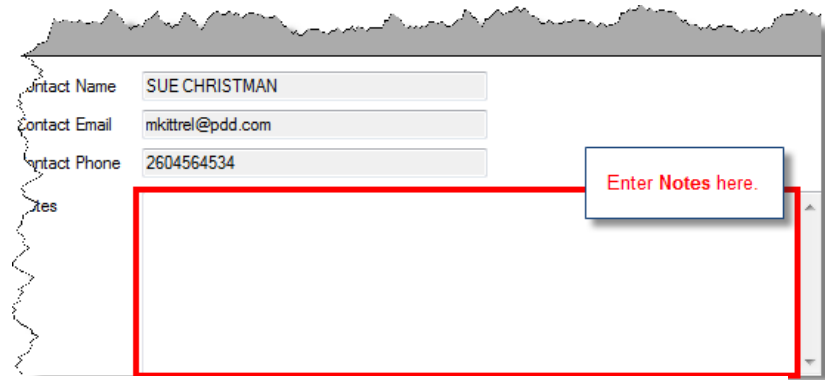
4. Enter the **Scheduled Location** (*Figure 137*). Clicking the calendar icon to the right of the displayed date will open a calendar from which you can choose a date.



The screenshot shows the same 'Maintenance' web application window. The 'Scheduled Location' field at the bottom is now highlighted with a red rectangular box. A white callout box with a red border and the text 'Enter the Scheduled Location' points to this field. The 'Scheduled Date' field and its calendar icon remain highlighted with a red box, and the 'Date of Contact' field is also visible.

*Figure 137 – Enter the Scheduled Location*

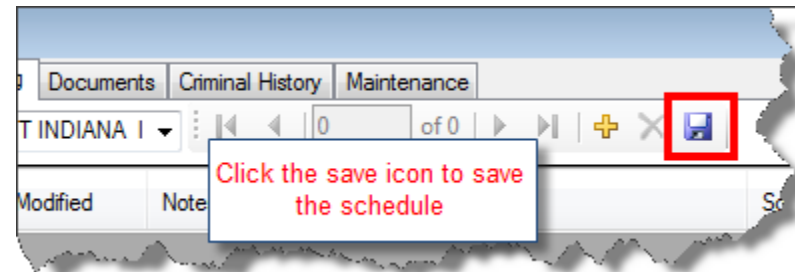
5. Enter any relevant notes that need to be associated with the scheduling of the provider.



A screenshot of a web form with a grey header. Below the header, there are three input fields: 'Contact Name' with the value 'SUE CHRISTMAN', 'Contact Email' with the value 'mkittrel@pdd.com', and 'Contact Phone' with the value '2604564534'. Below these fields is a large, empty rectangular box outlined in red, intended for notes. A callout box with a blue border and red text 'Enter Notes here.' points to this red box. The word 'Notes' is partially visible to the left of the red box.

*Figure 138 – Enter notes*

6. Click the Save icon to set the time, date and location of the survey. (*Figure 139*)



*Figure 139 – Click the save icon*

## Case Details Documents Tab

The **Case Detail Documents tab** allows you to upload a variety of documents to CST and associate them with a case and a provider.

The screenshot shows a web application window titled "Case Details - BAKER, JUSTIN D". It features a tabbed interface with the following tabs: Case, Survey, Notes, Comments, Scheduling, Documents (selected), Criminal History, and Maintenance. Below the tabs, there is a "Provider" dropdown menu set to "EASTER SEALS ARC OF NORTHEAST INDIANA I". The main content area displays a table of documents:

Description	Name	Type	Size	Date Upload
Surveyor Roles	Roles.doc		28673	8/4/2009 9:58 PM

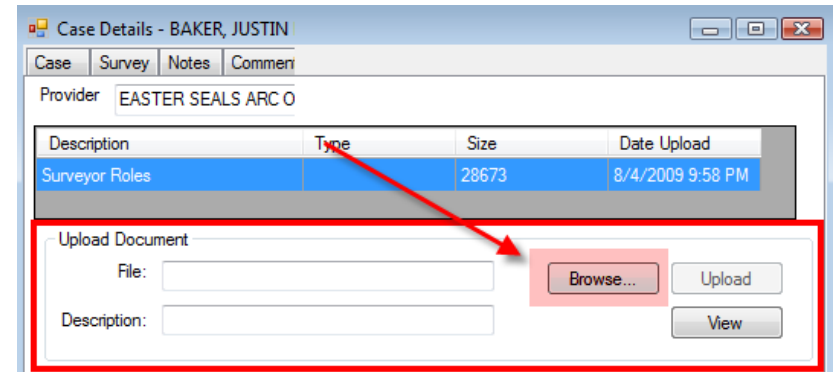
Below the table, there is an "Upload Document" section with two input fields: "File:" and "Description:". To the right of the "File:" field is a "Browse..." button. To the right of the "Description:" field is a "View" button. A large "Upload" button is positioned to the right of the "File:" field.

*Figure 140 - Case Detail Documents Tab*



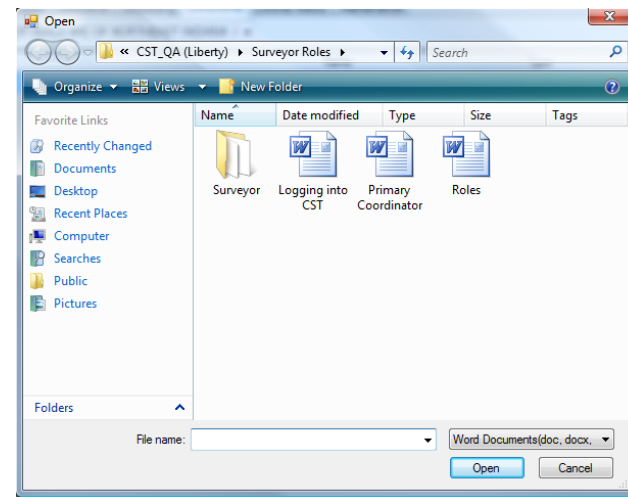
To upload a document to CST, go to the **Upload Document** section of the screen.

1. Click the **Browse** button to view documents to which you have access on your computer or on a network. (*Figure 141*)



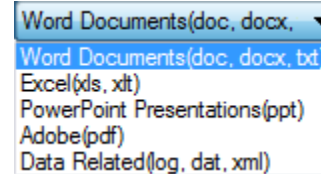
*Figure 141*

2. Select a file (*Figure 142*)



*Figure 142*

3. Select the document type that you want to upload from the document dropdown menu. *(Figure 143).*

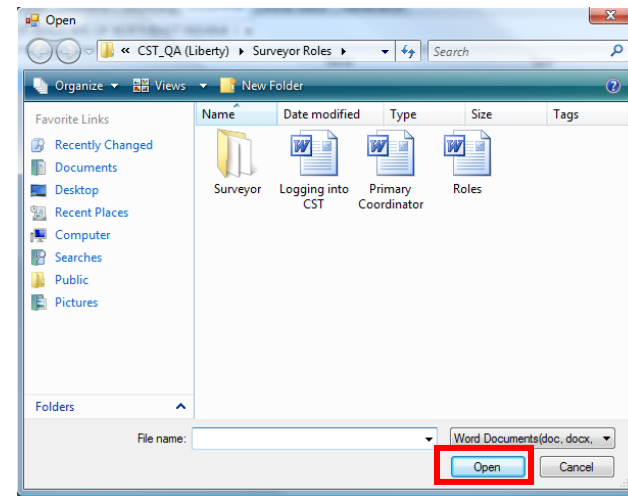


*Figure 143*

4. Click the **Open** button.

The types of files you may select include:

- Word Documents (doc, docx)
- Excel spreadsheets (xls., xlh)
- Power Point presentations (ppt.)
- Adobe files (PDF)
- Data Files (log., dat. xml)



5. The file and its location will appear in the **File** field.
6. Enter a description of the document in the **Description** field.
7. Click the **Upload** button to upload the document to CST.

The screenshot displays the CST web application interface. At the top, there is a navigation bar with tabs: Case, Survey, Notes, Comments, Scheduling, Documents, Criminal History, and Maintenance. Below this, a dropdown menu for 'Provider' is set to 'EASTER SEALS ARC OF NORTHEAST INDIANA'. A table lists documents with columns for Description, Type, Size, and Date Upload. The first entry is 'Surveyor Roles' with a size of 28673 and an upload date of 8/4/2009 9:58 PM. Below the table, the 'Upload Document' section contains a 'File' field with the path 'C:\CST\_QA (Liberty)\Surveyor Roles\Surveyors.doc', a 'Browse...' button, and an 'Upload' button. The 'Description' field contains 'Surveyors Role' and has a 'View' button next to it.

Description	Type	Size	Date Upload
Surveyor Roles		28673	8/4/2009 9:58 PM

Upload Document

File: C:\CST\_QA (Liberty)\Surveyor Roles\Surveyors.doc

Description: Surveyors Role

*Figure 144*

8. To view a document once it has been uploaded to CST click on the document in the list. Then click the View button.

## Case Details Criminal History Tab

The **Criminal History** tab (*Figure 145*) allows the surveyor to add criminal history details to a provider's information.

Case Details - BAKER, JUSTIN D

Case | Survey | Notes | Comments | Scheduling | Documents | **Criminal History** | Maintenance

Provider: EASTER SEALS ARC OF NORTHEAST INDIANA | 1 of 1

Staff Name	Job Title	Start Date	Date Checked
John Doe	Bus Driver	8/5/2009 12:35 PM	8/5/2009 12:35 PM

Staff Name: John Doe | Job Title: Bus Driver | Other Source: | Start Date: Wednesday, August 05, 2009 | Date Checked: Wednesday, August 05, 2009

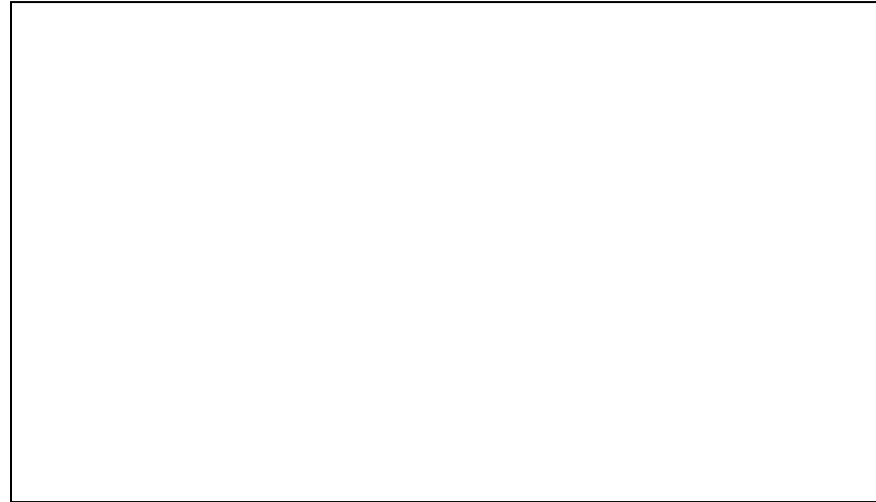
Staff Has Direct Contact: ☐ CIR History ☐

☐ Sex Crime  
☐ Exploitation Of Adult  
☐ Failure To Report Adult  
☐ Failure To Report Child  
☐ Theft  
☐ Voluntary Manslaughter  
☐ Involuntary Manslaughter  
☒ Felony Controlled Substance

*Figure 145 –Case Details Criminal History Tab*

To add criminal history information:

1. Click the plus icon just below the **Criminal history tab**
2. Position the cursor in the Criminal history editing window and enter the criminal history details you wish to record.
3. When you've completed entering the criminal history details, click the **Save icon** just below the **Criminal history tab**.
4. The **Criminal History item** will appear in list in the upper portion of the screen with the staff member's name, job title, start date (the date the criminal history item was entered and date checked (the date changes are made to the criminal history detail.



To modify criminal history information:

1. Click on a name in the list. The criminal history information related to the selection will appear in the editing window.
2. Enter changes in the editing window.
3. Click the **Add icon** to save the changes or additions to the staff member's information.
4. The modified criminal history will appear in the list o with the staff member's name, job title, start date (the date the criminal history item was originally entered and **Date Checked** (the date changes are made to the criminal history detail's upper portion of the screen with the comment's title, the date and time the comment was originally added and the time and date the comment was last modified.

## Case Details Maintenance Tab

Case Details - BAKER, JUSTIN D

Case Survey Notes Comments Scheduling Documents Criminal History Maintenance

Transfer Coordinator

Jan Delehanty Transfer Coordinator

Transfer Surveyor

Transfer Surveyor

Client / Provider Data

Refresh Data

*Figure 146 - Case Details Maintenance Tab*

### **Refresh Client Data**

Clicking the **Refresh Client Data** will open the **Client tab** of the **CSTClient/Provider Maintenance screen** and display the most recent Client information.

To exit the CST Client/Provider Maintenance screen and return to the **Case Details Action Tab** click the close icon in the upper right corner of the screen.





## CST Status Matrix

<i>Role</i>		<i>CST Status</i>	<i>Workflow Action</i>
<i>1</i>	<i>System Administrator</i>	<i>Unassigned</i>	<i>A random sample is run that creates cases for waiver clients</i>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
			<p><i>The Primary Coordinator assigns surveys to the Surveyor (or Coordinator). A case is composed of</i></p> <ul style="list-style-type: none"> <li>• <i>The client</i></li> <li>• <i>All the providers that service the client</i></li> <li>• <i>One or multiple surveys</i></li> </ul>
2	<i>Primary Coordinator</i>	<i>Assigned</i>	<p><i>The Surveyor (or Coordinator)</i></p> <ul style="list-style-type: none"> <li>• <i>Views cases</i></li> <li>• <i>Updates missing or incorrect provider and client contact information</i></li> <li>• <i>Contacts contact providers to schedule a time and date to perform the survey</i></li> <li>• <i>Contacts clients</i></li> </ul>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
			<p><i>Once the preceding steps are completed, the Surveyor changes the Status to Announcement and sends the Announcement e-mail to:</i></p> <ul style="list-style-type: none"> <li><i>• Providers</i></li> <li><i>• Case Manager</i></li> <li><i>• Service Coordinator</i></li> </ul>
3	<i>Surveyor</i>	<i>Announcement</i>	<p><i>Each provider receives a separate e-mail with the announcement letter attached.</i></p> <p><i>The Announcement Letter includes the survey's date and time.</i></p> <p><i>Case Managers and Service Coordinators receive a carbon copy of the e-mail and announcement letter.</i></p> <p><i>The Surveyor (or Coordinator) performs the surveys.</i></p> <p><i>The Surveyor enters the findings into the CST Answer screen.</i></p>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
--	-------------	-------------------	------------------------

4	Surveyor	Findings Report Reviewed	<p>When the Findings are completed, the Surveyor (or Coordinator) changes the status to <u>Findings Report Received</u>. The Surveyor sends an e-mail to the Surveyor Coordinator.</p>
---	----------	--------------------------	--

*The Surveyor (Coordinator) reviews the findings.*

*During the review process it's possible that e-mails will need to be sent back and forth between the Surveyor and the Surveyor Coordinator until the Coordinator is satisfied with the quality of the findings.*

*A button will be provided on the Case Notes Tab so that comments can be exchanged between Survey Coordinator and Surveyor and history can be kept.*

5	Coordinator	Findings Report Approved	<p>The Surveyor Coordinator approves the findings and changes the status to <u>Findings Report Approved</u>. The Surveyor Coordinator sends an email to the Surveyor (or Coordinator)</p>
---	-------------	--------------------------	---

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
			<p><i>The Surveyor changes the status to <u>CAP is Needed</u>. Emails go to:</i></p> <ul style="list-style-type: none"> <li><i>• Provider</i></li> <li><i>• Case Manager</i></li> <li><i>• Service Coordinator</i></li> <li><i>• Guardian</i></li> <li><i>• QA Liaison</i></li> </ul>
<i>6</i>	<i>Surveyor</i>	<i>CAP is Needed</i>	<p><i>Providers complete CAPs on the Provider Website.</i></p> <ul style="list-style-type: none"> <li><i>• The Provider logs onto the Provider Website with a username and password</i></li> <li><i>• The Provider looks up her case (or selects from a case)</i></li> <li><i>• The Provider completes the CAP</i></li> </ul> <p><i>The Case Manager reviews all CAPS and assists providers with submitting a CAP that addresses the Surveyor's findings.</i></p>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
7	<i>System</i>	<i>CAP Reminder</i>	<p><i>If the CAP isn't submitted within 13 days of the CAP is Needed Status the System automatically sends a reminder e-mail to the Provider. This changes the status to <u>CAP Reminder</u>.</i></p> <p><i>If the CAP isn't submitted within 16 days of the CAP is Needed Status, the System changes the status to <u>CAP Not Submitted</u> and automatically sends e-mails to:</i></p> <ul style="list-style-type: none"> <li><i>• Case Manager</i></li> <li><i>• Provider</i></li> </ul>
8	<i>System</i>	<i>CAP Not Submitted</i>	<ul style="list-style-type: none"> <li><i>• Surveyor</i></li> <li><i>• Surveyor Coordinator</i></li> <li><i>• IPMG</i></li> <li><i>• Service Coordinator</i></li> <li><i>• Quality Manager</i></li> </ul>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
9	<i>Provider Website Case Manager</i>	<i>CAP Submitted</i>	<i>The Case manager changes the status to <u>CAP Submitted</u> and an e-mail is sent to the Surveyor (Coordinator) from the Provider Website when the Provider submits the CAP.</i>
10	<i>Surveyor</i>	<i>CAP Reviewed</i>	<i>The Surveyor reviews the Provider's CAP and then sends an e-mail to the Surveyor Coordinator stating that the CAP has been reviewed. This changes the status to <u>CAP Reviewed</u>.</i>
<i>During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the CAP Review. A button will be provided on the <u>Case Notes Tab</u> so that <u>comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u></i>			
11	<i>Surveyor Coordinator</i>	<i>Coordinator Approve CCAP</i>	<i>The Surveyor Coordinator reviews the CAP and if the Surveyor Coordinator agrees with the Surveyor, the Surveyor Coordinator e-mails the Surveyor (Coordinator). The Surveyor Coordinator changes the status to <u>Coordinator Approve CCAP</u>.</i>



<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
<i>Surveyor</i>	<i>Select one</i>  <i>CCAP Accepted</i>	<p><i>The Surveyor changes the status to <u>CCAP Accepted</u>. A verification plan is needed. An e-mail is sent to:</i></p> <ul style="list-style-type: none"> <li><i>• Case Manager</i></li> <li><i>• Provider</i></li> <li><i>• Surveyor</i></li> <li><i>• Surveyor Coordinator</i></li> <li><i>• IPMG</i></li> <li><i>• Service Coordinator</i></li> <li><i>• Quality Manager</i></li> </ul>
<i>Surveyor</i>	<i>or</i>  <i>CCAP Partially Accepted</i>	<p><i>The Surveyor determines that the CCAP has been partially accepted and that a verification plan is needed. The Surveyor changes the status to <u>CCAP Partially Accepted</u>. An e-mail is sent to:</i></p> <ul style="list-style-type: none"> <li><i>• Case Manager</i></li> <li><i>• Provider</i></li> </ul>

<i>Role</i>		<i>CST Status</i>	<i>Workflow Action</i>
			<ul style="list-style-type: none"> <li>• <i>Surveyor</i></li> <li>• <i>Surveyor Coordinator</i></li> <li>• <i>IPMG</i></li> <li>• <i>Service Coordinator</i></li> <li>• <i>Quality Manager</i></li> </ul> <p><i>The Provider Re-submits the CAP</i></p>
	<i>Surveyor</i>	<i>or</i> <i>CCAP Denied</i>	<p><i>The Survey changes the status to <u>CCAP Denied</u>. A verification plan is needed. An e-mail is sent to:</i></p> <ul style="list-style-type: none"> <li>• <i>Case Manager</i></li> <li>• <i>Provider</i></li> <li>• <i>Surveyor</i></li> <li>• <i>Surveyor Coordinator</i></li> <li>• <i>IPMG</i></li> <li>• <i>Service Coordinator</i></li> </ul>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
			<ul style="list-style-type: none"> <li>• <i>Quality Manager</i></li> </ul> <i>The Provider Re-submits the CCAP</i>
<i>If the CCAP is <u>Partially Accepted</u> or <u>Denied</u></i>			
<i>13</i>	<i>Provider Website Case MANAGER</i>	<i>CCAP Re-Submitted</i>	<i>The Provider sends an Email from the Provider Website to the Surveyor (Coordinator). This changes the status to <u>CCAP Re-Submitted</u>.</i>
<i>14</i>	<i>Surveyor</i>	<i>CCAP Re-Reviewed</i>	<i>The Surveyor changes the status to <u>CCAP Re-Reviewed</u> and sends an e-mail the Coordinator</i>
<i>During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the CCAP. A button will be provided on the <u>Case Notes Tab so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</u></i>			
<i>15</i>	<i>Coordinator</i>	<i>CCAP Re-Approved</i>	<i>The Coordinator changes the status to <u>CCAP Re-Approved</u> and sends an email to the Surveyor (Coordinator).</i>

<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
<i>Surveyor</i>	<i>Select one</i>	
	<i>CCAP Accepted</i>	<p><i>The Surveyor (Coordinator) changes the status to <u>CCAP Re-Accepted</u>. A Verification plan is needed. The Surveyor sends an e-mail to:</i></p> <ul style="list-style-type: none"> <li><i>• Case Manager</i></li> <li><i>• Provider</i></li> <li><i>• Surveyor</i></li> <li><i>• Surveyor Coordinator</i></li> <li><i>• IPMG</i></li> <li><i>• Service Coordinator</i></li> <li><i>• Quality Manager</i></li> </ul>
<i>Surveyor</i>	<i>or</i> <i>CCAP Partially Accepted</i>	<p><i>Surveyor changes the status to <u>CCAP Partially Re-Accepted</u> and sends an e-mail to BQIS Coordinator.</i></p>

	<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
			<i>The Surveyor schedules the verification and defines the type of verification needed. The Surveyor enters the information on the CST Scheduling tab.</i>
<i>17</i>	<i>Surveyor</i>	<i>Verification Complete</i>	<p><i>The Surveyor e-mails the Surveyor Coordinator that the Verification is complete. The Surveyor changes the Status to <u>Verification Complete</u>.</i></p> <p><i>During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the Verification findings. A button will be provided on the <u>Case Notes Tab</u> so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</i></p>
<i>18</i>	<i>Coordinator</i>	<i>Verification Findings Approved</i>	<i>Surveyor Coordinator changes the status to <u>Verification Findings Approved</u> and emails the Surveyor that the Verification Findings are approved.</i>

<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
<i>Surveyor</i>	<i>Select one</i>  <i>Verification Implemented</i>	<p><i>When the verification plan is implemented the Surveyor changes the status to <u>Verification Implemented</u> and sends an e-mail to:</i></p> <ul style="list-style-type: none"> <li>• <i>Case Manager</i></li> <li>• <i>Provider</i></li> <li>• <i>Surveyor</i></li> <li>• <i>Surveyor Coordinator</i></li> <li>• <i>IPMG</i></li> <li>• <i>Service Coordinator</i></li> <li>• <i>Quality Manager</i></li> </ul>

<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
<i>Surveyor</i>	<i>or</i> <i>Verification Partially Implemented</i>	<p><i>If the verification plan is partially implemented the Surveyor changes the status to <u>Verification Partially Implemented</u> and sends an e-mail to:</i></p> <ul style="list-style-type: none"> <li>• <i>Case Manager</i></li> <li>• <i>Provider</i></li> <li>• <i>Surveyor</i></li> <li>• <i>Surveyor Coordinator</i></li> <li>• <i>IPMG</i></li> <li>• <i>Service Coordinator</i></li> <li>• <i>Quality Manager</i></li> </ul>

<i>Role</i>	<i>CST Status</i>	<i>Workflow Action</i>
<i>Surveyor</i>	<i>or</i> <i>Verification not Implemented</i>	<p><i>If the verification plan is not implemented the Surveyor changes the status to <u>Verification not Implemented</u> and sends an e-mail to:</i></p> <ul style="list-style-type: none"> <li><i>• Case Manager</i></li> <li><i>• Provider</i></li> <li><i>• Surveyor</i></li> <li><i>• Surveyor Coordinator</i></li> <li><i>• IPMG</i></li> <li><i>• Service Coordinator</i></li> <li><i>• Quality Manager</i></li> </ul>



## Transition Monitoring

### Level 1

Transition Monitoring occurs when a patient moves to a new location.

To build a case for a Transition the CST System Administrator runs “Create Specific Survey” and selects “Transition” from the type drop-down menu.

Current issues: ●Need a place to setup e-mail and contact information  
●How do you assign a coordinator?

<i>Step</i>	<i>Role</i>	<i>Status</i>	<i>Workflow Action</i>
<i>1</i>	<i>State Service Coordinator</i>	<i>Transition Coming</i>	<i>The State Service Coordinator emails the Primary Coordinator and BQIS Coordinator</i>
<i>2</i>	<i>Primary Coordinator</i>	<i>Assigned</i>	<i>Primary Coordinator sends an e-mail to the Surveyor then assigns the Surveyor Coordinator assigning the case.</i>
<i>3</i>	<i>State Service Coordinator</i>	<i>Transition Has Occurred</i>	<i>State Service Coordinator sends an email to the Surveyor saying that the transition has occurred.</i>

<i>Step</i>	<i>Role</i>	<i>Status</i>	<i>Workflow Action</i>
<i>4</i>	<i>Surveyor</i>	<i>Auto-Create Status Scheduled</i>	<i>Surveyor schedules visit with Provider.</i>
<i>5</i>	<i>Surveyor</i>	<i>Findings Complete</i>	<i>Surveyor e-mails Surveyor Coordinator</i>
<p><i>During the review process it's possible that e-mails will need to be sent back and forth between the surveyor and the coordinator until the coordinator is satisfied with the quality of the Surveyor's findings. A button will be provided on the <u>Case Notes Tab</u> so that comments can be exchanged between Surveyor Coordinator and Surveyor and history can be kept.</i></p>			
<i>6</i>	<i>Surveyor Coordinator</i>	<i>Findings Approved</i>	<i>Surveyor Coordinator e-mails Surveyor.</i>
<i>7</i>	<i>Surveyor</i>	<i>Findings Report</i>	<i>Surveyor emails State Service Coordinator and Provider</i>

